

# WATERCARE SERVICES LIMITED

## AGENDA | Board meeting | 21/11/2014

Venue Visitors Centre, Mangere Wastewater Treatment Plant  
 Time 1:00pm

### *Open Public Meeting*

Item	Spokesperson	Action sought at governance meeting	Supporting Material	Section Page
1. Apologies	Chair	<ul style="list-style-type: none"> <li>Record Apologies</li> </ul>		
2. Minutes of Meeting	Chair	<ul style="list-style-type: none"> <li>Approve Board Meeting Minutes</li> <li>22 October 2014</li> </ul>	Minutes 22 October 2014	1 - 4
3. Directors' Corporate Governance Items	Chair	<ul style="list-style-type: none"> <li>Corporate Planner 2014</li> <li>Corporate Planner 2015</li> <li>Review Disclosure of Interests</li> <li>Organisational Chart</li> </ul>	Corporate Planners Disclosure of Interests Organisational Chart	1 2 3 - 4 5
4. Chief Executive's Report and Scorecard	R Jaduram	<ul style="list-style-type: none"> <li>Note the Chief Executive's report</li> <li>Health and Safety</li> <li>Customer Services</li> <li>Infrastructure and Planning</li> <li>Operations</li> <li>Finance</li> <li>Board Correspondence</li> <li>Execution of Documents</li> <li>Working with Local Boards</li> <li>Statutory Planning</li> <li>Long Term Plan 2015-2025</li> </ul>	Chief Executive's Report	1 - 43
5. General Business	Chair			

Date of next Meeting – 19 December 2014

Location – Watercare Services, 73 Remuera Road, Newmarket

# MINUTES

SUBJECT	WATERCARE SERVICES BOARD MEETING
VENUE	Boardroom, Level 2, Watercare Services Limited, 73 Remuera Road, Remuera, Auckland
DATE	22 October 2014
TIME	09:00
STATUS	Open Session

	<b>Present:</b>	<b>In Attendance:</b>	<b>Public in Attendance:</b>
	M Allen D Clarke (Chairman) C Harland J Hoare S Huria T Lanigan  A Delany (Board Observer)	R Chenery R Fisher D Hawkins R Jaduram R Klein T Langridge B Monk J Redwood B Taplin G Wood D Worsnop	One Member of the public
1.	<b>Apologies</b> <ul style="list-style-type: none"> <li>N Crauford</li> <li>P Drummond</li> </ul>		
2.	<b>Minutes of Previous Meeting</b> <ul style="list-style-type: none"> <li>The Board <b>resolved</b> that the Minutes of the public section of the Board meeting held on 19 September 2014 at 09:30, be confirmed as correct.</li> </ul>		
3.	<b>Directors Corporate Governance Items</b> <ul style="list-style-type: none"> <li>Corporate Planner 2014  The Corporate Planner was noted.  The Chairman advised that the new Board member was David Thomas and his term commences on 1 November 2014. Susan Huria will retire as a board member on 31 October 2014 but will be a consultant to the Board until 31 December 2014.</li> <li>Disclosure of Interests  The disclosure of interests was noted.</li> <li>Organisational Chart  The organisational chart was noted.</li> </ul>		
4.	<b>Annual Performance 2013/14</b> <ul style="list-style-type: none"> <li>The Board received the report which dealt with the performance of the organisation under the Statement of Intent for the year ending 30 June 2014.</li> </ul>		
5.	<b>Scorecard and Chief Executive's Report</b> <ul style="list-style-type: none"> <li>Key Performance Scorecard  The Board noted that the target for annual potable water network losses has reduced from 14% to 13% for 2013/14.</li> </ul>		

- Infrastructure and Planning

Susan Huria requested an updated communications plan for the Central Interceptor project.

The Board were advised that settlement of the last appeal was very close.

Graham Wood said cost control on projects remained excellent. Some slippage in timelines can occur because of the involvement of third parties although he noted that the North Franklin water main will be completed before Christmas 2014 and that digester 8 had had a successful 'black start' and that commissioning would start in the week commencing 27 October 2014.

- Finance

Brian Monk advised that IGC income was well ahead of budget due to the marked increase in building activity; debt levels were around \$20m below budget and net debtor levels continue to decline.

He spoke to the action taken to recover the significant aged debt owed by members of the Water Pressure Group. Following further unsuccessful attempts to get members of the group to engage, restrictions have been placed on five properties with restrictions to be applied to three more properties shortly. Following a restriction, one debtor paid arrears in the order of \$50K. On three occasions the restriction has been removed. During a further unsuccessful attempt to remove the restriction, the pipe was damaged and a large leak resulted. Watercare had to shut down water supply to the street to enable repairs to be effected. Several residents have complained about the loss of supply on two occasions recently.

It is intended to do a letter drop in the street explaining that the first loss of supply was due to a contractor damaging a pipe. The second was due to a person damaging a pipe and causing a leak which required water supply to be suspended. The Board urged management to deal with the matter expeditiously so as to avoid further disruption of supplies to customers.

- Statutory Planning

Rob Fisher reported on the recent meeting of the Mana Whenua Kaitiaki Forum. The meeting went well and there was some discussion on a possible wider mandate for the forum to include Auckland Council and other CCOs.

There was a discussion on iwi interests and ownership and allocation of fresh water.

The forum was advised that debate on the ownership of fresh water must be between iwi and the Government.

- Non Domestic Wastewater Tariff

Catherine Harland said this item could usefully come out of future reports on Enterprise Risks. She commended management for their handling of the matter which had the potential to be contentious, but had not been so partly due to the skilful manner in which the matter had been dealt with and also the high levels of communication and transparency.

- Penrose Outage

The Board commended management for the exceptional manner in which the outage had been handled, ensuring continuity of water and wastewater services to 85,000 customers who had lost electrical supply. Also, there were no overflows from any of the 36 network pump stations, in each case due to the extensive mobilisation of generators, sucker trucks and personnel.

Management will undertake a detailed debrief on the incident, including what to do better, and the report will be made available to the Board.

- Wairoa Cosseys Herbicide Discharge

The introduction of herbicide into the Cosseys and Wairoa lakes was the subject of a front page item in the New Zealand Herald and attracted further media comment including by TV3, which was plainly incorrect. The Herald article that asserted Watercare had "covered up" was also plainly wrong. Watercare alerted Council Parks within 72 hours of the event.

The sequence of events was that Watercare was contacted by the forestry operator, that the forests adjoining the two lakes were to receive an aerial spraying of herbicide. The owner of the land is Auckland Council who has the contractual relationship with the forestry operator. As a result of notification, Watercare arranged to have additional monitoring of the lakes. Cosseys was taken out of the supply network given the

	<p>closer proximity of the land to be sprayed than for the Wairoa lake.</p> <p>The herbicide was applied by aerial spraying on 12 May 2014. The monitoring results taken some days after the spraying showed traces of the herbicide at levels well below the levels stipulated in the Australian Drinking Water Standard. That standard is relied on by Watercare given New Zealand has no equivalent standard for the herbicide. At no time was there any risk to human health but as a prudent operator, senior officers in the Parks section of Council were notified of the incident on 16 May 2014.</p> <p>Legal Counsel was jointly instructed by Council and Watercare to consider issues of liability. The monitoring continued to show very low levels of herbicide so, on the part of the Council lessee, the focus was on the forestry operator improving their practices so as to avoid any future incidents. The Wairoa lake was also taken out of the supply network.</p> <p>Dr Colin Fricker, a world recognised expert in water treatment and quality, was instructed to overview the situation. He advised, in early June, “that Watercare had taken all appropriate action.”</p> <p>The Acting Chief Executive of Watercare wrote to the Chief Operating Officer of Auckland Council in early June 2014 requesting a meeting to discuss Watercare’s concerns over the forestry practices of the Council’s lessee and the need for improvements in catchment management practices.</p> <p>Monitoring of the lakes continued with the levels of herbicide continuing to fall, until they were beyond detection in July 2014. Both lakes were returned to service during September 2014.</p> <p>Council, its forestry lessee and Watercare worked together to develop new practices to avoid future occurrences. The key changes are:</p> <ul style="list-style-type: none"> <li>• Longer notification periods</li> <li>• Positive confirmation that the notification was received is required</li> <li>• Risk assessments will be undertaken for specific areas and appropriate controls developed. For example, hand application may be mandatory in some areas</li> <li>• Aerial application will take place in only one catchment at a time; aerial application in a second catchment will not commence while samples from the first catchment record any presence of contaminants</li> <li>• Aerial applications will occur only when no rain is forecast for the five days following application</li> <li>• Watercare and Auckland Council will play a more active role in overseeing management of the forestry operations</li> <li>• The operator will review which herbicides will be used for aerial application</li> </ul> <ul style="list-style-type: none"> <li>• Greenhouse Emissions</li> </ul> <p>The Board noted that greenhouse emissions from Watercare’s operations are 80% lower than they were in 1990 despite the increase in the size and scope of the company’s operations.</p>
6.	<p><b>Rainwater Tanks – Current Situation and Impact on Demand Management</b></p> <ul style="list-style-type: none"> <li>• Roseline Klein spoke to the report. She advised that Watercare had taken the initiative in 2012 to set-up a working group to consider use of rainwater and greywater. However, the Council put the working group on hold given when the Water Strategic Action Plan started in 2013. In discussion, it was felt that there was little demand from customers to be reliant solely on rainwater tanks which means no reduction in the development of the water network by Watercare – more work is being undertaken into the economics of rainwater tanks.</li> <li>• The Board resolved to receive the report. The board also requested that confirmation be sought that it be designed for peaks and that a letter be prepared for Councillors re water tanks.</li> </ul>
7	<p><b>Clevedon Wastewater Servicing Options</b></p> <ul style="list-style-type: none"> <li>• Rob Fisher spoke to the report which dealt with the recommended provision of wastewater services to the existing and proposed development at Clevedon following the Plan Change initiated by the then Manukau City Council.</li> </ul>

	<p>The recommended course is to convey the wastewater by a new pipeline to Takanini and then on to the Mangere Wastewater Treatment Plant. The volumes of wastewater are tiny compared to the volumes of wastewater already treated at Mangere.</p> <p>The project has never been in the AMP and, at all times, the landowners/developers have been advised that the costs will have to be met by the existing Clevedon and development Community. Management were seeking approval to commence discussions with the developers on an Infrastructure Funding Agreement.</p> <p>In discussion, the Board were advised that power outages were unlikely to cause any significant issues for customers in respect to the operation of a low pressure system.</p> <p>Mike Allen declared an interest as a shareholder of Innoflow. He enquired whether the cost of operating a low pressure system had been factored in.</p> <p>A further paper taking into account the whole of life costs is to be given to the Capital Review Group.</p> <p>The Chairman invited landowner/developer, Chris Jones, to address the meeting. He advised:</p> <ul style="list-style-type: none"> <li>• Clevedon clays are not suitable for septic tanks.</li> <li>• There were real health issues at Clevedon for residents, the school and commercial facilities. Some businesses closed over summer because of sewerage issues.</li> <li>• There are four main landowners/developers who are in agreement on servicing.</li> <li>• They accept they need to meet the capital cost of wastewater servicing.</li> <li>• Watercare had been given a hospital pass by the former Manukau City Council.</li> <li>• The developers were looking to Watercare/Council essentially for bridging finance, although take up by the school and commercial entities would be quick.</li> <li>• That Clevedon village was united on the issue.</li> <li>• Clevedon was looking for a decision as soon as possible.</li> </ul> <p>The Chairman thanked Mr Jones for his input and said that Watercare would have the decision made before Christmas 2014. The Board asked for this to be presented to the next meeting and to treat it with urgency.</p>
8.	<p><b>General Business</b></p> <ul style="list-style-type: none"> <li>• The Chairman, on behalf of the Board and Management, paid tribute to the late Mark Ford. Mark had been an outstanding Chief Executive of Watercare for twenty years and also a major contributor to Auckland and New Zealand. He will be sadly missed by all. Our deepest sympathies are with his wife and family.</li> <li>• The public section of the meeting closed at 10:45.</li> </ul>

CERTIFIED AS A TRUE AND CORRECT RECORD

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Chairman

## 2014 BOARD PLANNER

	2014											
	January	February	March	April	May	June	July	August	September	October	November	December
<b>Board Meeting</b>		^4 Feb New market  27 Feb Jubilee	13 March New market (Workshop)	(Easter See May)	1 May Jubilee  29 May Jubilee*	27 June Jubilee	31 July New market	21 Aug New market	19 Sept New market	22 Oct New market*	21 Nov Mangere	19 Dec New market
<b>Health &amp; Safety Committee</b>		27 Feb Jubilee		(Easter See May)	1 May Jubilee  29 May Jubilee*	27 June Jubilee	31 July New market	21 Aug New market	19 Sept New market	22 Oct New market		19 Dec New market
<b>Audit + Risk Committee Meeting</b>		^4 Feb New market			6 May New market		^31 July New market	19 Aug New market			11 Nov New market	
<b>Capital Projects Working Group</b>		4 Feb New market			23 May New market				16 Sept New market			
<b>Remuneration Committee</b>		27 Feb Jubilee (follow s Board Meeting)			29 May Jubilee	30 June New market	30 July New market 5:30pm	21 August New market (follow s Board meeting) 1pm	19 Sept New market (follow s Board meeting) 1pm			
<b>Statement of Intent</b>		Approval of Draft 2014-2017 SOI	1 March Draft SOI to shareholder		Present shareholder SOI feedback at public meeting	Final 2014-2017 SOI issued to shareholder			Work on 2015-2018 Sol Key dates yet to be advised by Auckland Council			
<b>Shareholder Interaction**</b>		26 Feb LTP scene-setting session  27 Feb Quarterly report due to Council	4 March CCO Governance and Monitoring Committee		19 May Quarterly report due to Council	3 June Quarterly briefing to Council	9 July Joint w orkshop w ith Councillors 7 July - LTP w orkshop 25 July LTP w orkshop	15 August Quarterly report due to Council	26 Sept Draft LTP financials due		12 Nov Quarterly report due to Council	
<b>Key Finance Decisions</b>		27 Feb Approval of 2014/15 input to Auckland Council Annual Plan			29 May Approval of 2014/15 Budget			21 Aug Approval of 2013/14 Annual Report	26 Sept Draft LTP financials	Work on 2015/25 LTP and AMP Key dates yet to be advised by Auckland Council		
<b>Other</b>	Qtr Statutory Compliance Reporting				Qtr Statutory Compliance Reporting		Qtr Statutory Compliance Reporting			Qtr Statutory Compliance Reporting		

\* Statutory public Board meeting - deputations invited

^ Extraordinary Audit & Risk and Board Meeting to meet shareholder half year and annual report timeline

## WATERCARE BOARD PLANNER 2015

	2015											
	January	February	March	April	May	June	July	August	September	October	November	December
<b>Board Meeting</b>		14 Feb Newmarket  26 Feb Newmarket	19 March Newmarket	30 April Newmarket	29 May Newmarket*	26 June Newmarket	31 July Newmarket	20 Aug Newmarket	25 Sept Newmarket	29 Oct Newmarket*	19 Nov Newmarket	16 Dec Newmarket
<b>Health &amp; Safety Committee Meeting</b>		26 Feb Newmarket	19 March Newmarket	30 April Newmarket	29 May Newmarket*	26 June Newmarket	31 July Newmarket	20 Aug Newmarket	25 Sept Newmarket	29 Oct Newmarket*	19 Nov Newmarket	16 Dec Newmarket
<b>Audit + Risk Committee Meeting</b>		14 Feb Newmarket			6 May Newmarket		31 July Newmarket	17 Aug Newmarket			10 Nov Newmarket	
<b>Capital Projects Working Group</b>		4 Feb Newmarket										
<b>Remuneration Committee</b>												
<b>Statement of Intent</b>		Approval of Draft 2015-2018 SOI	1 March Draft SOI to shareholder		Present shareholder SOI feedback at public meeting	Final 2015- 2018 SOI issued to shareholder			Work on 2016-2019 SOI Key dates yet to be advised by Auckland Council			
<b>Shareholder Interaction**</b>												
<b>Key Finance Decisions</b>					29 May Approval of 2015/16 Budget			20 Aug Approval of 2014/15 Annual Report				
<b>Other</b>		Qtr Statutory Compliance Reporting		Qtr Statutory Compliance Reporting			Qtr Statutory Compliance Reporting			Qtr Statutory Compliance Reporting		

\* Statutory public Board meeting - deputations invited

^ Extraordinary Audit & Risk and Board Meeting to meet shareholder half year and annual report timeline

\*\* 2015 timetable yet to be confirmed by Auckland Council

## Report to the Board of Watercare Services Limited

**Subject:** Disclosure of Interests

**Date:** 12 November 2014

Section 140 of the Companies Act 1993 requires disclosure of interests of a director to the Board. Set out below are the disclosures of interests received as at the date of this report.

<i>Director</i>	<i>Interest</i>
David Clarke	<ul style="list-style-type: none"> <li>– Chairman, TRGG Ltd – Radiology Services</li> <li>– Chairman, NZ Institute of Rural Health</li> <li>– Chairman, Skin Institute</li> <li>– Director, Hawkins Watts Ltd</li> <li>– Director, Cranleigh Merchant Bankers</li> <li>– Director, FarmIQ Systems Ltd</li> <li>– Director, Ngai Tahu Tourism Ltd</li> <li>– Director, Hynds Group Ltd</li> <li>– Trustee, South Auckland Foundation (Middlemore/CMDHB)</li> <li>– Chairman, Health Alliance Limited</li> <li>– Chairman, Jucy Group Limited</li> </ul>
Peter Drummond	<ul style="list-style-type: none"> <li>– Chairman, Appliance Connection Ltd</li> <li>– Chairman, Watercare Harbour Clean Up Trust</li> <li>– Chairman, Variety Medical Missions South Pacific</li> <li>– Chairman, Ngati Whatua o Orakei Whai Maia</li> <li>– Chairman, Variety International Childrens Charity</li> <li>– Director, NARTA New Zealand Ltd</li> <li>– Director, NARTA International PTY Ltd</li> <li>– Panel member , Fire Review, Dept Internal Affairs</li> </ul>
Catherine Harland	<ul style="list-style-type: none"> <li>– Director, McHar Investments Ltd</li> <li>– Director, Interface Partners Ltd</li> <li>– Trustee, One Tree Hill Jubilee Educational Trust</li> <li>– Member, Auckland Regional Amenities Funding Board</li> </ul>
Susan Huria	<ul style="list-style-type: none"> <li>– Director, Ngai Tahu Property</li> <li>– Director, Marsden Maritime Holdings Ltd</li> <li>– Director and Shareholder, Huria Anders Ltd</li> <li>– Director and Shareholder, Susan Huria Associates (2003) Ltd</li> <li>– Director and Shareholder, Te Ara Tika Properties Ltd</li> <li>– Director, Vermilion Design Ltd</li> <li>– Director, Airways Corporation of New Zealand Ltd</li> <li>– Chair, Veterinary Enterprises Group Limited</li> <li>– Trustee, First Foundation</li> <li>– Member, Maori Governance Centre, University of Waikato Advisory Board</li> <li>– Member, Auckland Committee, Institute of Directors</li> </ul>
Tony Lanigan	<ul style="list-style-type: none"> <li>– Director and Shareholder, A G Lanigan &amp; Associates (2007) Limited</li> <li>– Shareholder, Fletcher Building</li> <li>– Director, Habitat for Humanity New Zealand Limited</li> </ul>



	<ul style="list-style-type: none"> <li>- Director and Shareholder, Lanigan Trustee Limited</li> <li>- Director and Shareholder, Lanison and Associates Limited</li> <li>- Director and Chair, NZ Housing Foundation Limited</li> <li>- Director, Tamaki Makaurau Community Housing Limited</li> <li>- Director, NZ Transport Agency (NZTA)</li> <li>- Member, Ministry of Health Hospital Redevelopment Partnership Group for Canterbury</li> </ul>
Mike Allen	<ul style="list-style-type: none"> <li>- Director, Coats PLC</li> <li>- Director, Guinness Peat Group</li> <li>- Director, Godfrey Hirst Limited</li> <li>- Shareholder, Innoflow</li> <li>- Director, Tainui Group Holdings Limited</li> <li>- Director, Breakwater Consulting Limited</li> </ul>
Julia Hoare	<ul style="list-style-type: none"> <li>- Director, AWF Group Limited</li> <li>- Director, New Zealand Post Limited</li> <li>- Director, The A2 Milk Company Limited</li> <li>- Member, Auckland Committee, Institute of Directors</li> </ul>
Nicola Crauford	<ul style="list-style-type: none"> <li>- Chair, Wellington Rural Fire Authority</li> <li>- Director, Environmental Protection Authority</li> <li>- Member of Electoral Authority - Cooperative Bank Limited</li> <li>- Senior Consultant - WorleyParsons New Zealand Ltd</li> <li>- Director and Shareholder - Riposte Consulting Limited</li> <li>- Director and Shareholder - Crauford Robertson Consulting</li> <li>- Director and Shareholder - Martin Crauford Limited</li> <li>- Director, Wellington Water Limited</li> <li>- Director, Orion New Zealand Limited</li> </ul>
David Thomas	<ul style="list-style-type: none"> <li>- Chairman, Ngati Whakauae Tribal Lands Inc</li> <li>- Council Member, Business New Zealand</li> <li>- Board Member, EMA (Northern)</li> <li>- Chairman, Gypsum Board Manufacturers of Australasia</li> </ul>

### **Board Observer**

Alex Delany	- Employee - BNZ
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### **RECOMMENDATION**

That the report be noted.

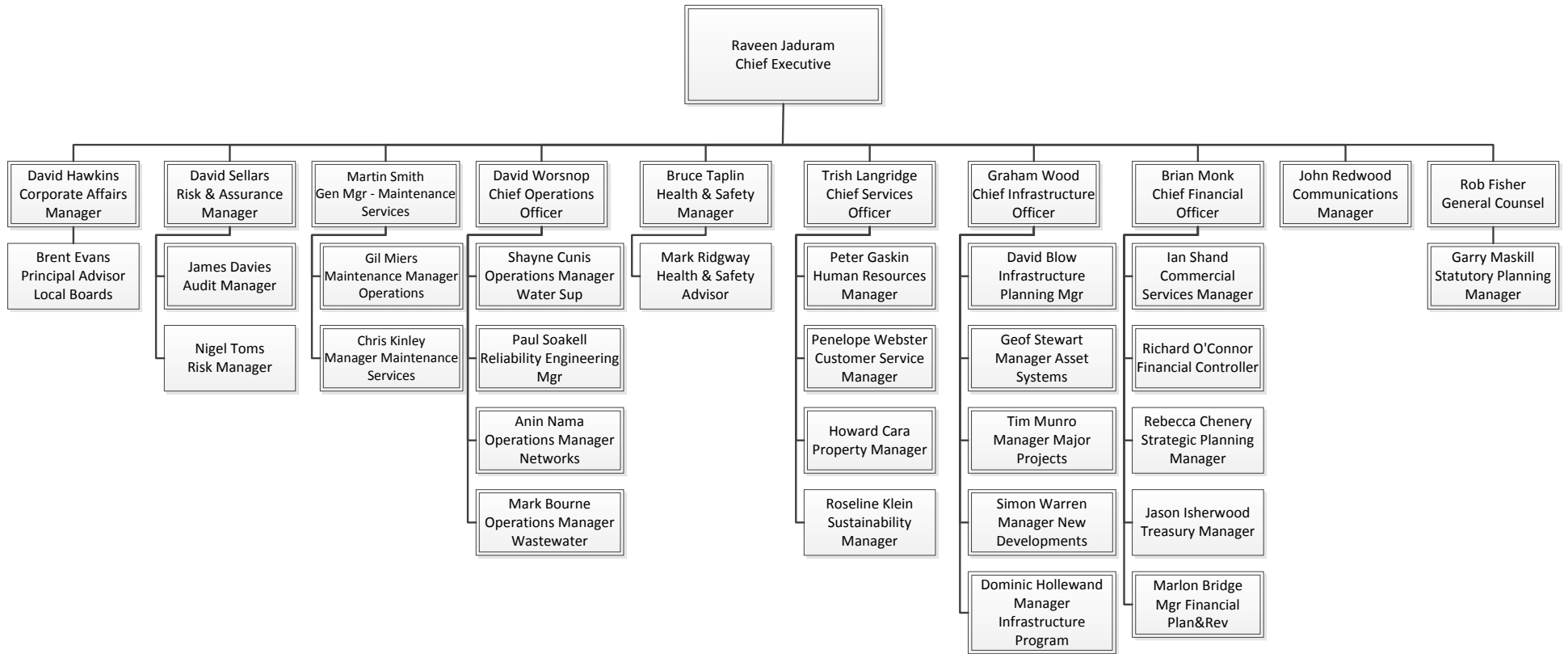
Report prepared by:

Approved by:

R Fisher  
**General Counsel**

R Jaduram  
**Chief Executive**

## WATERCARE ORGANISATIONAL CHART TO TIER 3 – OCTOBER 2014



Perm FTE	766.11
Fixed Term FTE	30.43
Casual FTE	3.97
LWOP FTE	5.00
Budgeted FTE 13/14	865.8

**WATERCARE SCORECARD 2014/15**

	On budget, on time, within parameters
	Unfavourable but within parameters
	Major issue, needs attention

Focus Area	Performance Measure	SOI	2014/15 Target	Amber Threshold	Red Threshold	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	
<b>Focus Area 1</b>	<b>Safe and Reliable Water</b>																		
1a	Percentage compliance with MoH drinking water standards for graded plants (annual measure)	☑	100%	n/a	<100%														Projected result for 2014/15 = 100%
1b	Percentage of metropolitan water treatment plants achieving Grade A (annual measure)	☑	100%	n/a	<100%														Projected result for 2014/15 = 100%
1c	Percentage of metropolitan water supply reticulation achieving Grade A (annual measure)	☑	100%	n/a	<100%														Projected result for 2014/15 = 100%
1d	Percentage of non-metropolitan water treatment plants achieving Grade A (annual measure)	☑	50%** (2013/14 target = 45%)	n/a	<45%														Projected result for 2014/15 = 50%
1e	Percentage of non-metropolitan water supply reticulation achieving Grade A (annual measure)	☑	50%** (2013/14 target = 25%)	n/a	<25%														Projected result for 2014/15 = 70%
1f	Percentage of unplanned water shutdowns restored within five hours (12 mth rolling average)	☑	≥95%	93% to <95%	<93%	98%	99%	97%	98%	98%	98%	99%	98%	96%	98%	98%	97%	97%	
1g	Number of unplanned water interruptions per 1000 connected properties (12 mth rolling average)	☑	≤10	>10 to 12	>12	7.5	7.7	7.5	7.6	7.8	8	8.1	8.1	8	7.9	7.8	7.9	7.8	
1i	Unrestricted demand - metropolitan		Unrestricted	Subjective	Restrictions apply	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	
1j	Unrestricted demand - non-metropolitan		Unrestricted	Subjective	Restrictions apply	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Stages 2 - 3 of Drought Mgmt Plan	Stages 2 - 3 of Drought Mgmt Plan	Stages 2 - 3 of Drought Mgmt Plan	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted	
<b>Focus Area 2</b>	<b>Healthy Waterways</b>																		
2a	Number of dry weather sewer overflows per 100km of wastewater pipe length per year (12 mth rolling average)	☑	≤5	>5 to 7	>7	2.35	2.20	1.62	1.78	1.54	1.89	1.90	1.80	1.83	1.94	1.88	1.93	2.04	
2b	Average number of wet weather overflows per discharge location	☑	WW network discharge consent lodged and operational	n/a	Consent not lodged and operational														Consent lodged in September 2013 and granted in June 2014
2c	Number of sewer bursts and chokes per 1000 properties (12 mth rolling average)	☑	≤10	>10 to 12	>12	8.70	8.60	8.60	8.40	8.30	8.20	8.30	8.50	8.80	8.50	8.40	8.50	8.50	
2d	Percentage of wastewater discharged that is compliant with consent discharge requirements for metropolitan areas	☑	100%	98 to <100%	<98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
2e	Percentage of wastewater discharged that is compliant with consent discharge requirements for non-metropolitan areas	☑	35%	n/a	<35%	64%	64%	64%	64%	64%	64%	64%	64%	64%	65%	65%	65%	65%	
2f	Number of successful RMA prosecutions against Watercare	☑	0	≥1	Subsequent prosecutions for same or similar offence	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Focus Area 3</b>	<b>Customer Satisfaction</b>																		
3a	Percentage of customers surveyed satisfied with Watercare's delivery of water and wastewater services (12 mth rolling average)	☑	≥80%	≥75% to <80%	<75%	85.0%	86.9%	86.6%	85.6%	87.2%	84.6%	85.5%	88.0%	89.7%	88.7%	88.4%	85.8%	88.1%	
3b	Percentage of calls answered within 20 seconds (12 mth rolling average)	☑	≥80%	≥75% to <80%	<75%	82.2%	82.4%	82.5%	84.6%	85.9%	84.5%	84.1%	82.7%	82.3%	81.8%	82.1%	93.6%	82.6%	
3c	Number of water quality complaints (taste, odour, appearance) per 1,000 water supply connections (12 mth rolling average)	☑	≤5	>5 to 5.5	>5.5	4.2	4.5	4.7	5.5	6.5	6.4	6.3	6.1	5.9	5.9	5.9	6.0	5.9	
3d	Percentage of complaints being 'closed and resolved' within 10 working days (12 mth rolling average)	☑	≥95%	≥90% to <95%	<90%	97.4%	96.6%	96.0%	95.7%	95.2%	94.7%	94.4%	94.2%	94.2%	94.3%	94.8%	95.0%	95.0%	
3e	Abandonment rate and call volume (12 mth rolling average)		≤3%	>3% to ≤3.5%	>3.5%	2.2%	2.2%	2.2%	1.6%	1.4%	1.7%	1.7%	1.9%	2.0%	2.1%	2.1%	2.0%	2.0%	
3f	Customer correspondence and resolution within 10 working days (12 mth rolling average)		≥95%	≥90% to <95%	<90%	99.3%	99.3%	99.2%	99.2%	99.3%	99.4%	99.5%	99.5%	99.5%	99.5%	99.7%	99.7%	99.7%	
3g	Customer experience survey - Maintenance (12 mth rolling average)		≥80%	≥75% to <80%	<75%	79.10%	85.4%	83.0%	83.0%	82.0%	82.0%	80.0%	82.1%	87.6%	86.4%	84.5%	81.1%	82.9%	
<b>Focus Area 4</b>	<b>Health, Safety and Wellbeing</b>																		
4a	Lost-time injury frequency rate per million hours worked (12 mth rolling average)	☑	≤5	5 - 7	>7	1.29	1.30	1.30	1.29	1.28	1.91	1.91	2.54	2.50	1.88	1.87	2.49	3.71	
4b	Level of ACC workplace management practices accreditation	☑	Tertiary	Primary Accreditation	Lose Accreditation	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	Tertiary	
4c	Percentage of total hours absent due to illness (12 mth rolling average)	☑	≤2.5%	>2.5 to 3.5%	>3.5%	2.03%	1.93%	2.10%	2.13%	2.13%	2.19%	2.24%	2.16%	2.13%	2.13%	2.81%	2.12%	2.10%	
4d	Percentage of voluntary leavers relative to number of permanent staff (12 mth rolling average)	☑	≤12%	>12 to 14%	>14%	11.72%	12.16%	12.52%	12.62%	12.60%	12.51%	12.76%	12.60%	12.50%	12.48%	12.54%	12.08%	11.61%	
<b>Focus Area 5</b>	<b>Financial</b>																		
5a	Minimum funds flow from operations to interest cover (FFO) before any price adjustment	☑	≥2.5	2.4 to <2.5	<2.4	3.10	3.16	3.16	3.15	3.12	3.23	3.21	3.19	3.30	3.34	3.31	3.46	3.38	
5b	Percentage of household expenditure on water supply services relative to the average household income	☑	≤1.5%	1.2 to <1.5	>1.5	0.86%	0.86%	0.87%	0.88%	0.89%	0.90%	0.90%	0.90%	0.90%	0.90%	0.90%	0.90%	0.90%	
5c	Water & wastewater revenue against budget YTD %		≥100%	≥98% to <100%	<98%	100%	100%	100%	99%	98%	98%	98%	98%	99%	100%	101%	101%	101%	
5d	Infrastructure growth charge revenue against budget YTD %		≥100%	≥95% to <100%	<95%	121%	113%	112%	112%	108%	118%	118%	122%	132%	164%	156%	206%	189%	
5e	Other revenue against budget YTD %		≥100%	≥95% to <100%	<95%	104%	210%	174%	181%	184%	191%	192%	200%	233%	149%	131%	138%	138%	
5f	Controllable costs against budget YTD %		≤100%	>100 to ≤102%	>102%	99%	97%	97%	98%	98%	98%	98%	99%	100%	98%	96%	98%	99%	
5g	Total contribution against budget YTD (\$ millions)		+	-\$0.1m to -\$2m	> -\$2m	3.50	13.80	13.20	12.10	11.50	14.90	17.20	18.80	29.30	3.60	7.30	15.87	18.18	
5h	Net surplus / deficit before tax against budget YTD (\$ millions)		+	-\$0.1m to -\$2m	> -\$2m	14.00	31.80	31.10	23.90	18.30	10.60	5.40	-3.30	-7.30	-1.40	-14.70	-4.63	-22.12	
5i	Total net borrowing against budget YTD (\$ millions)		-	\$0.1m to \$10m	> \$10m	-19.10	-32.00	-27.20	-35.10	-38.50	-32.90	-38.50	-37.20	-28.30	-8.10	-19.50	-20.60	-20.40	
5j	Total 60 days+ debtors (\$ millions)		≤\$3m	>\$3m to ≤3.5	> \$3.5m	2.77	3.08	3.45	3.43	3.05	2.98	2.82	2.62	2.07	1.67	1.56	1.34	1.43	
<b>Focus Area 6</b>	<b>Effective Asset Management</b>																		
6a	Percentage of actual capital expenditure relative to budget YTD	☑	≥85% to ≤100%	≥80% to <85% >100% to ≤103%	<80% >103%	94%	93%	100%	94%	93%	98%	95%	96%	100%	68%	91%	84%	84%	
<b>Focus Area 7</b>	<b>Sustainable Environment</b>																		
7a	Per capita consumption (litres / person / day) (12 mth rolling average)	☑	278+/-5%** (2013/14 target = 280+/- 5%)	283 to 290	>290	272	270	269	266	267	270	270	271	270	270	270	270	269	
7b	Percentage of annual potable water network losses (12 mth rolling average)	☑	≤13%** (2013/14 target = ≤14%)	>13 to 13.2%	>13.2	14.90%	14.97%	14.53%	14.28%	14.27%	14.03%	14.10%	14.15%	14.00%	13.97%	13.40%	13.30%	13.45%	
<b>Focus Area 8</b>	<b>Policy Compliance</b>																		
8a	Treasury Policy - Committed facilities (liquidity risk)		Within policy	Planned outside policy	Unplanned outside policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	
8b	Treasury Policy - Fixed interest rate risk		Within policy	Planned outside policy	Unplanned outside policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	
8c	Treasury Policy - Credit risk		Within policy	Planned outside policy	Unplanned outside policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	
8d	Treasury Policy - Funding risk		Within policy	Planned outside policy	Unplanned outside policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	
8e	Treasury Policy - Foreign exchange risk		Within policy	Planned outside policy	Unplanned outside policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	Within policy	

\*\* Target has changed from 1 July 2014 (14/15 Statement of Intent)

2015/25 LTP Measures		SOI	2014/15 Target	Amber Threshold	Red Threshold	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	
9a	The extent to which the local authority's drinking water supply complies with part 4 of the drinking-water standards (bacteria compliance criteria)																		Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015

9b	The extent to which the local authority's drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria)					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9c	The percentage of real water loss from the local authority's networked reticulation system (rolling 12 mth average)	≤13%	>13 to 13.2%	>13.2	14.90%	14.97%	14.53%	14.28%	14.27%	14.03%	14.10%	14.15%	14.00%	13.97%	13.40%	13.30%	13.45%
9d	Median response time for attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9e	Median response time for resolution of urgent calls-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9f	Median response time for attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9g	Median response time for resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9h	The total number of complaints received by the local authority about any of the following: a) drinking water clarity b) drinking water taste c) drinking water pressure or flow d) continuity of supply e) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9i	The average consumption of drinking water per day per resident within the territorial authority district (rolling 12 mth average)	278+/-5%** (2013/14 target = 280+/- 5%)	283 to 290	>290	272	270	269	266	267	270	270	271	270	270	270	270	269
9j	The number of dry weather overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9k	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the territorial authority in relation to those resource consents					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9l	Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance - from the time that the territorial authority receives notification to the time that service personnel reach the site					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9m	Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution - from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											
9n	The total number of complaints received by the territorial authority about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages d) the territorial authority's response to issues with its sewerage system expressed per 1000 connections to the territorial authority's sewerage system					Programme of work is underway to develop calculation methodology and commence data collection to commence reporting from early 2015											

## **Watercare Services Limited**

**Subject: Chief Executive Report – October 2014**

**Date: 10 November 2014**

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### **1. HEALTH AND SAFETY**

On a rolling 12 month basis:

- The lost-time injury frequency rate (LTIFR) was 3.71 against an SOI target of less than or equal to 5 for 12 months.
- Sick leave was 2.1% against the SOI maximum of 2.5%.
- Voluntary staff turnover was 11.61% against the SOI maximum of 12%.
- The total recordable injury frequency rate was 16.68 against a target of less than 30 for 12 months.

### **2. CUSTOMER SERVICES**

October performance against SOI measures was good with all SOI targets being met.

Customer service performance metrics for the month were well above target with 99.3% of telephone calls answered, of which 91.4% were within 20 seconds (target 97% and 80% respectively). The rolling 12 month result also exceeded the target, with 82.6% of calls answered within 20 seconds (target 80%).

Similarly, 99.4% of complaints and 99.9% of all correspondence were resolved within 10 working days, against the target of 95%. This excellent result for the month has improved the rolling 12 month results to 95% and 99.7% respectively.

Customer satisfaction exceeded the target this month with all metrics exceeding 80% for billing, general and faults enquiry types.

### **3. INFRASTRUCTURE AND PLANNING**

A Project Management Framework, which is designed to improve the development stages of projects, has been introduced. This will facilitate more accurate scoping and planning of projects across various project stakeholders. The automation of the dashboard is due for release early next year. This will remove manual updates and reduce resource requirements. An improved process for the approval of new connections has been developed and will be proposed to Auckland Council. Early contractor involvement on the next stage of Hunua No.4 has progressed with the selected tenderers advised of the process. This pilot, if successful, will be applied to other suitable projects.

During the month, two notable milestones were achieved. At the Mangere Wastewater Treatment Plant, digester No.8 has been completed. The digester will have an extended test period to ensure the digestion process is stable. The deferred maintenance of the

existing digesters can now commence. In addition the commissioning of the North Franklin water supplies has progressed. Patumahoe is now supplied from the Waikato pipeline and Clarks Beach/Waiiau Pa are in the final stages of commissioning and release. In general, other projects continue to progress in line with project plans and cost control remains good with savings on a number of schemes.

The coordinated work on the SH20/Kirkbridge Road crossing for Hunua No.4 continues. However NZTA have experienced a third party delay and need to resolve construction details with Auckland Transport regarding the possibility of providing room for an airport rail link in the design. This is not impacting project progress at this time.

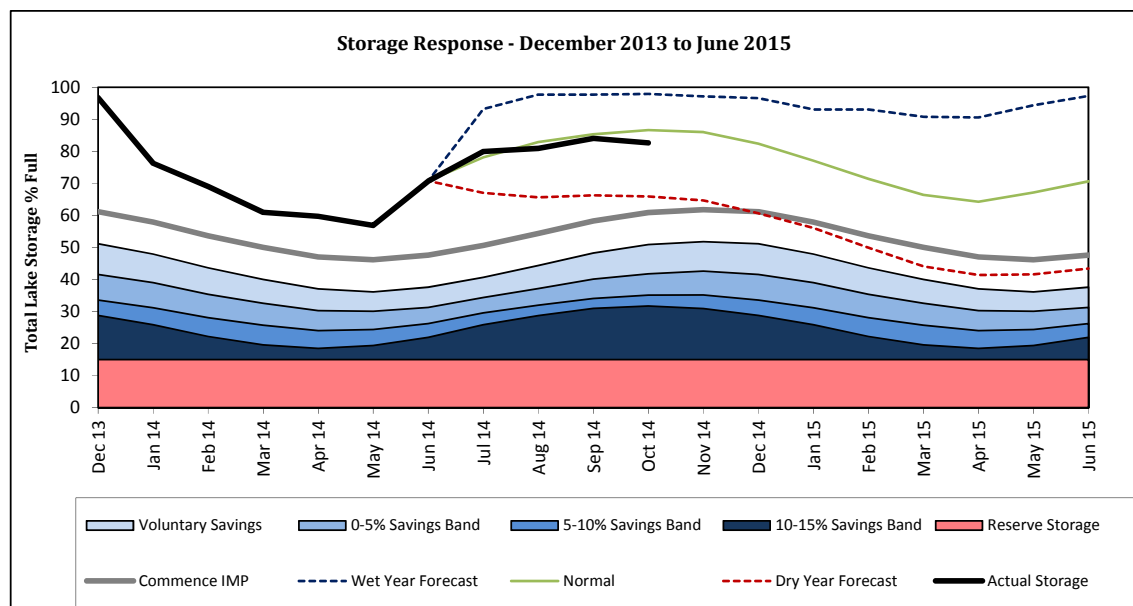
A Capital Expenditure Dashboard Report of all capital expenditure projects over \$2 million is shown as Appendix C.

#### 4. OPERATIONS

Rainfall for the month was as follows:

Waitakere Ranges	97% of average
Hunua Ranges	75% of average
Northern Non-metropolitan	96% of average
Southern Non-metropolitan	104% of average

Metropolitan total system storage decreased in October from 84% to 82.6%. This is below the average storage for the end of October (91.5%) but is tracking near the anticipated storage response.



The forecast for the coming three months, November to January, shows temperature and rainfall are likely to be below normal, while soil moisture levels and river flows are most

likely to be in their near normal ranges during this time. For the coming month, near average temperatures and below average rainfall are expected for Auckland.

The rolling 12 month average for water network losses continues to be above the SOI target (13%) at 13.45%. The SOI target for water network losses was made became more stringent by changing the target from 14% for the prior year to 13% for the 2014/15 year. With eight months remaining for the current financial year, significant effort is underway on reducing real losses and the 13% target is expected to be met.

## 5. FINANCE

### Financial Performance

	Current Month			Year to Date			Full Year		
	Actual	Budget	Var	Actual	Budget	Var	Forecast	Budget	Var
<b>Figures (\$millions)</b>									
Revenue	42.42	40.86	1.55	174.72	159.92	14.80	513.32	499.58	13.74
Operating Expenses	17.44	16.92	(0.52)	67.26	67.99	0.73	201.47	201.59	0.12
Depreciation	16.94	17.84	0.90	68.21	69.51	1.29	208.05	210.44	2.39
Interest expense	6.33	6.71	0.38	24.71	26.07	1.36	78.00	80.57	2.57
<b>Total Contribution</b>	<b>1.70</b>	<b>(0.61)</b>	<b>2.31</b>	<b>14.54</b>	<b>(3.64)</b>	<b>18.18</b>	<b>25.80</b>	<b>6.98</b>	<b>18.82</b>
Financial instruments revaluation -	15.68	-	(15.68)	39.91	-	(39.91)	39.91	-	(39.91)
Non-operating costs/(income)	0.58	0.55	(0.03)	2.53	2.15	(0.39)	7.39	7.00	(0.39)
<b>Operating Surplus / (Deficit) Before Tax</b>	<b>(14.56)</b>	<b>(1.15)</b>	<b>(13.41)</b>	<b>(27.90)</b>	<b>(5.78)</b>	<b>(22.12)</b>	<b>(21.50)</b>	<b>(0.02)</b>	<b>(21.48)</b>
Deferred Tax - Expense/(Credit)	(4.08)	(1.06)	3.01	(7.84)	(4.79)	3.05	3.40	4.51	1.11
<b>Net Surplus / (Deficit) After Tax</b>	<b>(10.48)</b>	<b>(0.09)</b>	<b>(10.39)</b>	<b>(20.06)</b>	<b>(0.99)</b>	<b>(19.07)</b>	<b>(24.90)</b>	<b>(4.54)</b>	<b>(20.37)</b>
<b>FFO Ratio</b>				3.38	2.76		3.17	2.94	
<b>Operating EBITDAF</b>	24.98	23.95	1.03	107.46	91.93	15.53	311.85	297.99	13.86
<b>EBITDA</b>	8.71	23.40	(14.68)	65.02	89.79	(24.77)	264.55	290.99	(26.44)
<b>EBIT</b>	(8.23)	5.56	(13.78)	(3.19)	20.28	(23.48)	56.50	80.55	(24.05)

#### Month – Total Contribution of \$1.70 m - favourable variance to budget of \$2.31m

Total revenue was favourable \$1.55m to budget largely due to IGC revenue being favourable by \$1.16m. Water and wastewater revenue was favourable \$0.15m.

Operating expenses were unfavourable \$0.52m to budget with unfavourable variances for unplanned maintenance and operating costs partially offset by favourable variances for net labour, planned maintenance and professional services.

Depreciation was favourable to budget \$0.90m.

Interest expense was \$0.38m favourable to budget.

#### Year to date – Total Contribution of \$14.54m - favourable variance of \$18.18m

Year to date revenue is \$14.80m favourable to budget primarily due to IGC revenue favourable \$10.34m and vested asset income favourable \$2.34m. Water and wastewater revenue is \$0.97m favourable to budget with year to date water volumes 0.22% over budget.

Operating expenses are \$0.73m favourable to budget with favourable variances for net labour, planned maintenance, professional services and general overheads partially offset by unplanned maintenance, energy costs and other asset operating costs.

Depreciation is favourable \$1.29m to budget.

Interest expense is \$1.36m favourable to budget.

**Year to date – Net Deficit after Tax of \$20.06m – unfavourable variance of \$19.07m**

The unfavourable variance year to date of \$19.07m is due to an unfavourable revaluation of financial instruments of \$39.91m due to a decrease in medium to long term swap rates since June 2014 partially offset by the \$18.18m year to date favourable operating contribution.

**Full year Forecast – Operating Contribution of \$25.80m – favourable variance of \$18.82m**

Full year revenue is forecast at \$513.3m, favourable by \$13.7m largely due to expected higher than budgeted IGC revenue favourable \$10.3m and vested asset revenue favourable \$2.4m. Water and wastewater revenue forecasts are being held at budgeted levels as we move into the high volume summer months and await the impact of summer weather on water volumes.

Operating expenses are on line with budget with unfavourable variances for unplanned maintenance, energy costs and other asset operating costs offset by planned maintenance, net labour, professional services and general overheads.

Depreciation costs are favourable \$2.4m at year end due to forecast lower accelerated depreciation.

Interest expensed through the P&L is expected to be \$2.6m lower than budget at year end.

**Financial Position**

\$million	Actual Sep-14	Actual Oct-14	Monthly Movement	Budget Oct-14	Var from Budget
Non Current Assets	8,332.6	8,340.7	8.1	8,333.2	7.5
Current Assets	74.4	73.2	(1.2)	67.2	6.0
<b>Total Assets</b>	<b>8,406.9</b>	<b>8,413.8</b>	<b>7.0</b>	<b>8,400.3</b>	<b>13.5</b>
Other Liabilities	188.1	206.9	18.8	170.8	36.1
Deferred Tax Liability	961.5	957.4	(4.2)	955.5	1.9
Borrowings - Short Term	389.2	388.2	(1.1)	358.4	29.8
Borrowings - Long Term	1,094.6	1,097.9	3.3	1,148.0	(50.2)
Shareholders Funds	5,773.5	5,763.5	(10.0)	5,767.5	(4.1)
<b>Total Liabilities and Shareholders Funds</b>	<b>8,406.9</b>	<b>8,413.8</b>	<b>7.0</b>	<b>8,400.3</b>	<b>13.5</b>

The major movements in the Statement of Financial Position as at 31 October 2014 compared with 30 September 2014 were the increase in non-current assets (\$8.1m) reflecting capital expenditure net of depreciation in the month and an increase in other liabilities resulting from valuation of derivative financial instruments (\$16.6m).

Compared with budget the material variances were largely in respect of derivative financial instruments (Other liabilities), non-current assets and net debt. Net debt at \$1,486m was \$20.4m below budget.



## Receivables

Receivables before provision for doubtful debts totalled \$30.1m at October month end compared with \$30.5m at the end of September. The Auckland Council component of total debt was \$0.56m compared with \$0.87m at September. Total 60+ day debt has increased by \$111k during the month.

### Total receivables – month-on-month comparison

<b>Net Debt</b>	<b>0-30 days</b> <i>(previous month in italics)</i>	<b>30-59 days</b> <i>(previous month in italics)</i>	<b>60 days +</b> <i>(previous month in italics)</i>	<b>Total</b> <i>(previous month in italics)</i>
Receivables excluding Council	\$25,257,491 <i>\$26,261,165</i>	\$2,865,537 <i>\$2,079,383</i>	\$1,427,482 <i>\$1,336,928</i>	\$29,550,510 <i>\$29,677,476</i>
Auckland Council Group	\$490,533 <i>\$910,158</i>	\$119,101 <i>\$32,978</i>	-\$50,626 <i>-\$71,342</i>	\$559,008 <i>\$871,793</i>
<b>Total receivables</b>	<b>\$25,748,024</b> <i>\$27,171,323</i>	<b>\$2,984,638</b> <i>\$2,112,360</i>	<b>\$1,376,856</b> <i>\$1,265,586</i>	<b>\$30,109,518</b> <i>\$30,549,269</i>

Receivables excluding Auckland Council totalled \$29.6m for October, compared with \$29.7m at September month end. Total 60+ debt has increased by \$91k. The average debt per account increased from \$93 to \$97.

### Total receivables – excluding Auckland Council

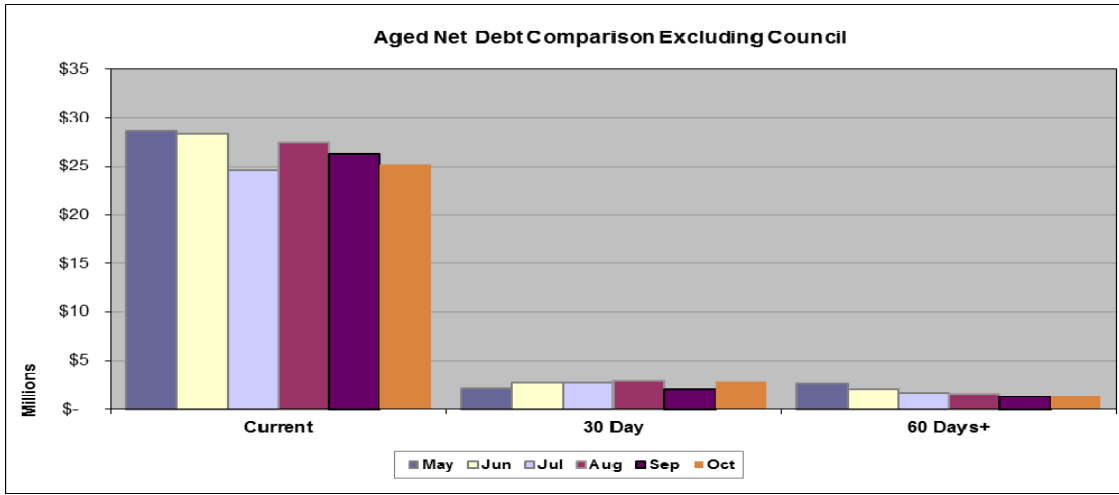
	<b>0-30 days</b> <i>(previous month in italics)</i>	<b>30-59 days</b> <i>(previous month in italics)</i>	<b>60 days +</b> <i>(previous month in italics)</i>	<b>Total</b> <i>(previous month in italics)</i>
Net Debt	\$25,257,491 <i>\$26,261,165</i>	\$2,865,537 <i>\$2,079,383</i>	\$1,427,482 <i>\$1,336,928</i>	\$29,550,510 <i>\$29,677,476</i>
# of accounts	282,659 <i>295,757</i>	39,043 <i>36,537</i>	33,458 <i>35,619</i>	304,011 <i>318,171</i>
Average Debt	\$89 <i>\$89</i>	\$73 <i>\$57</i>	\$43 <i>\$38</i>	\$97 <i>\$93</i>
Percentage	85.5% <i>88.5%</i>	9.7% <i>7.0%</i>	4.8% <i>4.5%</i>	100.0% <i>100.0%</i>

<b>Non-Residential Net Debt</b>	<b>Current month</b> <i>(previous month in italics)</i>	<b>30-59 days</b> <i>(previous month in italics)</i>	<b>60 days +</b> <i>(previous month in italics)</i>	<b>Total</b> <i>(previous month in italics)</i>
Totals	\$10,864,692 <i>\$11,080,522</i>	\$1,816,743 <i>\$1,057,074</i>	\$218,119 <i>\$181,370</i>	\$12,899,555 <i>\$12,318,966</i>
# of accounts	20,012 <i>20,122</i>	3,307 <i>3,175</i>	5,729 <i>5,738</i>	24,739 <i>24,859</i>
Average Debt	\$543 <i>\$551</i>	\$549 <i>\$333</i>	\$38 <i>\$32</i>	\$521 <i>\$496</i>
Percentage	84.2% <i>89.9%</i>	14.1% <i>8.6%</i>	1.7% <i>1.5%</i>	100.0% <i>100.0%</i>

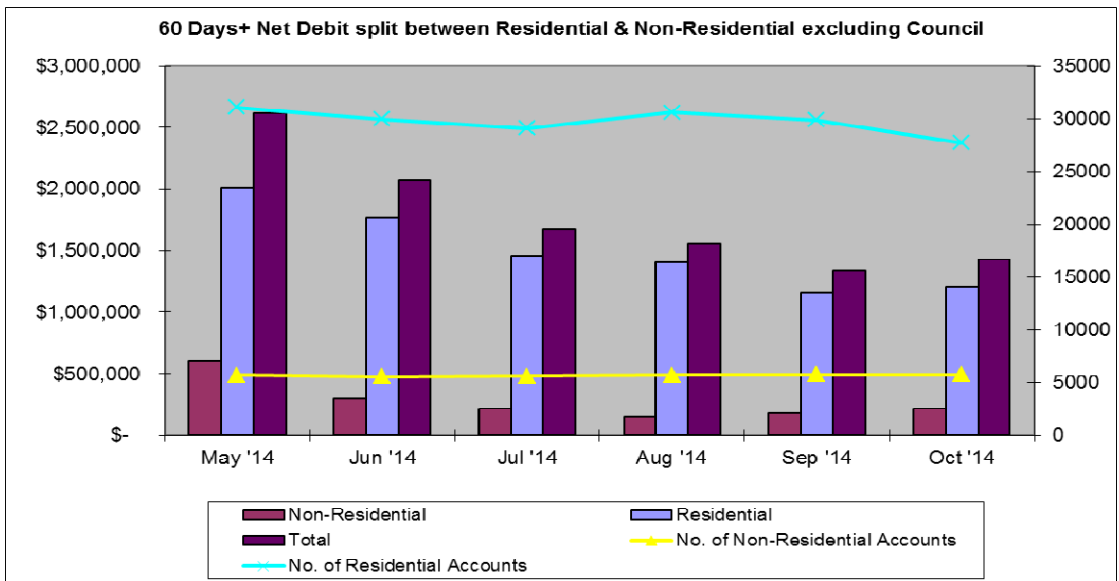
Residential Net Debt	Current month <i>(previous month in italics)</i>	30-59 days <i>(previous month in italics)</i>	60 days + <i>(previous month in italics)</i>	Total <i>(previous month in italics)</i>
Totals	\$14,392,799 <i>\$15,180,643</i>	\$1,048,794 <i>\$1,022,309</i>	\$1,209,363 <i>\$1,155,558</i>	\$16,650,955 <i>\$17,358,510</i>
# of accounts	262,647 <i>275,635</i>	35,736 <i>33,362</i>	27,729 <i>29,881</i>	279,272 <i>293,312</i>
Average Debt	\$55 <i>\$55</i>	\$29 <i>\$31</i>	\$44 <i>\$39</i>	\$60 <i>\$59</i>
Percentage	86.4% <i>87.5%</i>	6.3% <i>5.9%</i>	7.3% <i>6.7%</i>	100.0% <i>100.0%</i>

The change in age of debt (excluding Council) over the last six months is shown below.

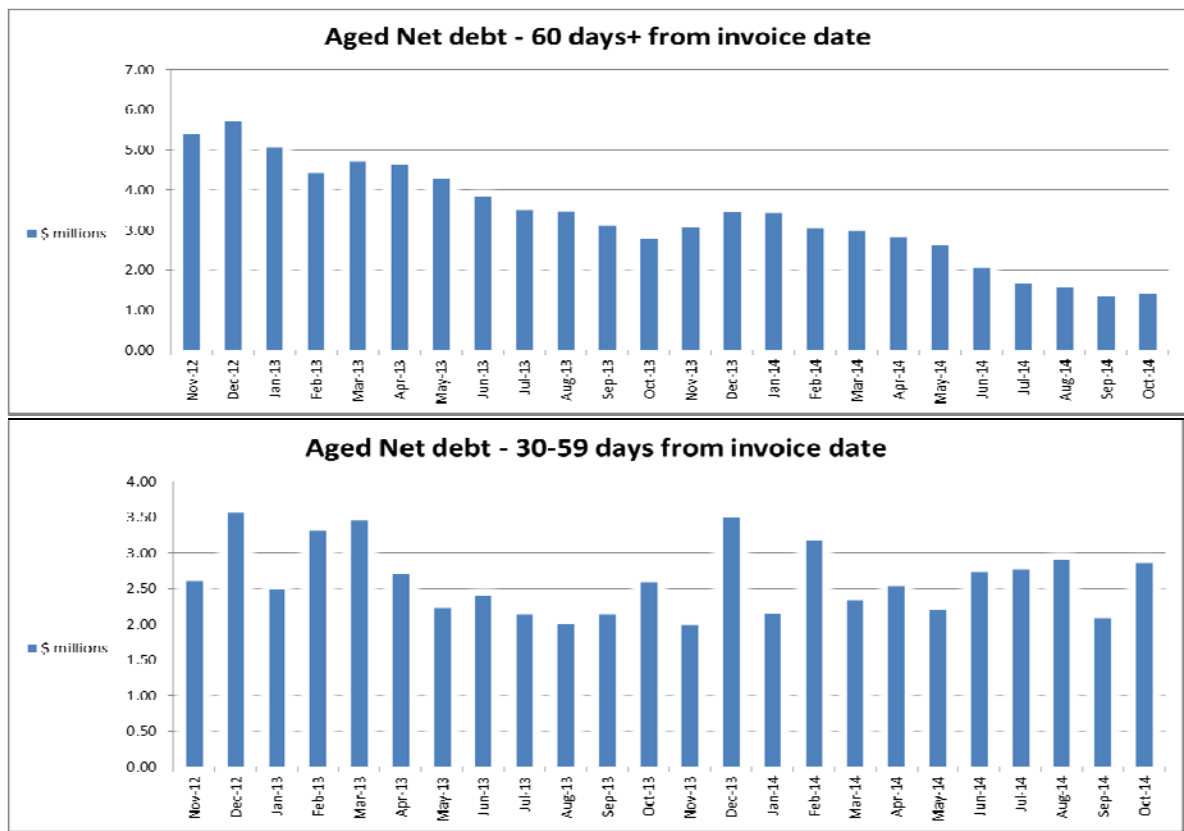
### Age of debt comparison – May 2014 to October 2014



The split of 60 days+ receivables between residential and commercial is shown below:



The trends of 60 days +debt and 30-59 days debt are shown below:



### Water Utility Consumer Assistance Trust (WUCAT)

The following tables summarise the results of the Trust:

#### Oct 2014

WUCAT Summary		
Financial year	Board approved applications	\$ Value
Jun-12	33	29
Jun-13	172	196
Jun-14	123	114
(YTD) Jun-15	63	59
<b>Total</b>	<b>391</b>	<b>397</b>

WUCAT Summary last 3 meetings		
Month	Board approved applications	\$ Value
Aug-14	14	11
Sep-14	16	19
Oct-14	15	10
<b>Total</b>	<b>45</b>	<b>40</b>

A total of 391 applicants have successfully completed the budget adviser review process and these applicants have had \$397k of hardship relief approved by the Trust. This has resulted in an actual write-off of \$312k as payment plans have been completed. For various reasons 39 applicants did not fully complete their agreed payment plans and they have foregone \$38k of approved hardship relief. A further 38 applicants continue with their payment arrangements with \$47k of approved hardship write-offs to be granted when they successfully complete their plan. Over the last 3 WUCAT meetings, 45 applicants have

successfully completed the budget process and had \$40k of hardship relief approved by the Trust.

### Restrictions

During October, 882 reminder notices were sent to customers warning that water restrictions may be actioned if payment was not received and 20 cards were sent to customers warning of possible restriction of their water supply in 48 hours. As a result, seven new water restrictions (including four Water Pressure Group properties) were applied during October and six meters were unrestricted as a result of payment being received.

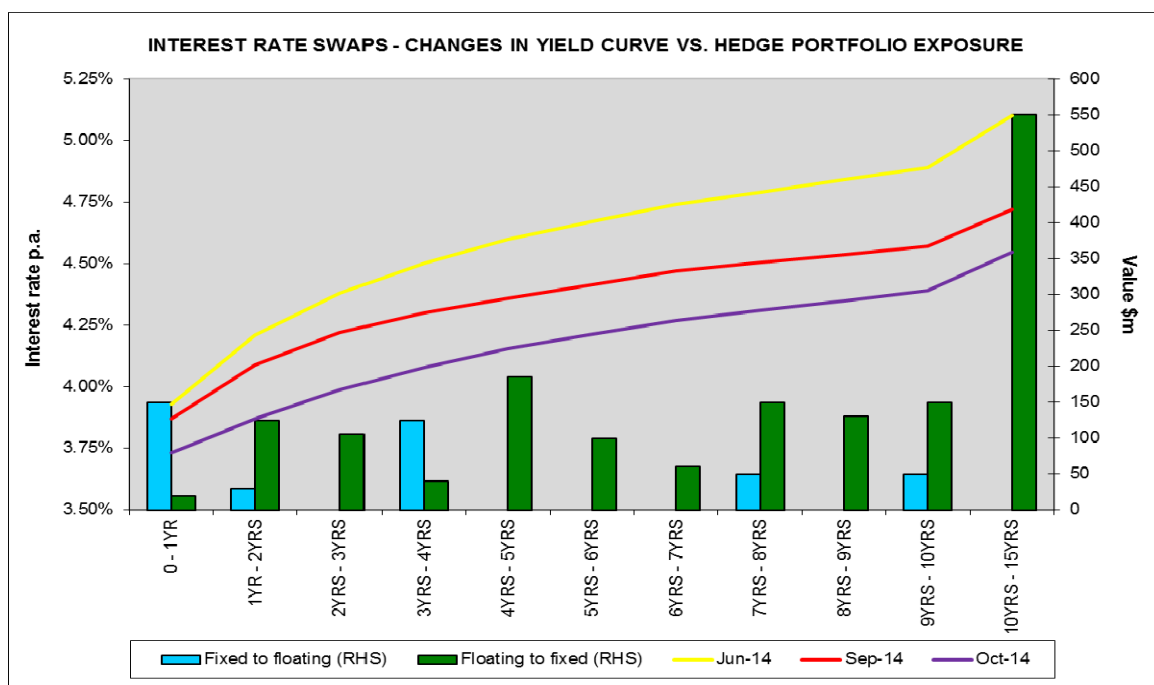
The table below summarises the restrictions carried out by Watercare Services Limited.

	Commercial	Residential	Total
Inherited 1 Nov 2010	0	4	4
Restricted since 1 Nov 2010	34	48	82
Derestricted since 1 Nov 2010	-31	-33	-64
Restrictions in place	3	19	22

The following restrictions remain in place:

- Five residential restrictions remain in place on vacant properties. Communications are ongoing with the customers and if the properties are tenanted in future resolution will be required.
- A further 14 residential restrictions remain in place on occupied properties and communication continues with these customers (includes six Water Pressure properties).
- Three commercial properties remain restricted at the end of October and communication continues with these customers. One of these commercial properties is currently vacant.

## Treasury



Interest Analysis \$million	Current Month			Year to date			Full Year		
	Actual	Budget	Var	Actual	Budget	Var	Forecast	Budget	Var
Interest as per Statement of Financial Performance	6.33	6.71	0.38	24.71	26.07	1.36	76.44	80.57	4.13
Capitalised Interest	1.16	1.29	0.12	4.76	5.19	0.43	14.58	15.01	0.43
Gross Interest	7.50	8.00	0.50	29.47	31.26	1.79	91.03	95.58	4.55
Less Interest Income	0.05	0.00	(0.05)	0.07	0.00	(0.07)	0.07	-	(0.07)
<b>Net Interest</b>	<b>7.44</b>	<b>8.00</b>	<b>0.56</b>	<b>29.40</b>	<b>31.25</b>	<b>1.85</b>	<b>90.96</b>	<b>95.58</b>	<b>4.62</b>

For the month and year to date net interest was favourable with budget \$0.56m and \$1.85 respectively largely due to lower debt and interest rates to budget.

### Capital Expenditure

Capital expenditure for the month was \$23.4m against a budget of \$27.9m.

Summary Capital Expenditure (\$millions)	Month October 14			Year to Date			Full Year	
	Actual	Budget	Var	Actual	Budget	Var	Forecast	Budget
Infrastructure Wastewater Projects	10.4	11.4	1.0	40.9	45.1	4.2	147.0	141.3
Infrastructure Water Projects	10.3	10.9	0.6	40.4	43.1	2.7	109.3	116.2
Operations	0.7	2.3	1.6	3.8	9.6	5.8	25.9	32.7
Maintenance Services	0.0	0.0	0.0	0.2	0.0	(0.2)	0.2	0.0
Information Services	0.2	0.9	0.7	1.0	3.9	2.9	7.5	12.0
Other Projects	1.8	2.4	0.6	7.1	9.9	2.8	27.6	27.2
<b>TOTAL</b>	<b>23.4</b>	<b>27.9</b>	<b>4.5</b>	<b>93.4</b>	<b>111.6</b>	<b>18.2</b>	<b>317.5</b>	<b>329.4</b>
Includes:								
Water Projects Capitalised Interest	0.7	0.8	0.1	2.9	3.3	0.4	8.6	9.0
Wastewater Projects Capitalised Interest	0.5	0.5	0.0	1.9	1.9	0.0	6.0	6.0
<b>Total Capitalised Interest</b>	<b>1.2</b>	<b>1.3</b>	<b>0.1</b>	<b>4.8</b>	<b>5.2</b>	<b>0.4</b>	<b>14.6</b>	<b>15.0</b>

## 6. BOARD CORRESPONDENCE

There was no Board correspondence during the month.

## 7. EXECUTION OF DOCUMENTS

There were eight documents executed during October in accordance with the delegated authority provided to the Chief Executive by the Board in relation to deeds, instruments and other documents. These included the registration of one easement, approval of three deeds, approval of the transfer of land, approval of an easement agreement and approval of two consents to vest land for roading.

There were four capex approvals totaling \$3.854m signed in accordance with the delegated authority provided to the Chief Executive by the Board in relation to capex approvals below a threshold of \$15m.

Summary of Capital Projects approved by Chief Executive – October 2014		
C-12048a	Blackbridge Local Network Upgrade - Stage 2a	\$2,358,000
C-12136a	Helensville land purchase and source investigation	\$995,000
C-12217a	MSN Motor Vehicles - FY 14/15 - extension	\$88,000
C-12417	Watermain Renewal - Jolson Rd, Mt Wellington	\$412,694

## 8. WORKING WITH LOCAL BOARDS

Over the past month information on the proposed water and wastewater bylaw review was shared with the Local Boards prior to the public consultation in February 2015. Workshops are underway for those Local Boards interested in discussing more detail.

Orakei Local Board representatives joined members of the public at an open day to see what was going on behind the fence at Madills Farm. The event which included a BBQ, face painting and a chance to see the wastewater storage tanks progress, was well attended by local residents who were appreciative of the opportunity.

Watercare staff joined Orakei Local Board and Auckland Council Parks representatives at Riddell Reserve Glendowie to discuss proposals for future wastewater upgrades. Watercare and Auckland Council Parks also held a joint workshop with the Howick Local Board on a significant wastewater diversion project. The local board provided feedback to assist Watercare in preparing landowner approvals and a further briefing is planned for early 2015.

Public open days were held in Pukekohe to inform the community of Watercare's renewal of the local wastewater treatment plant discharge consents. The open days are part of the process to help inform the resource consent applications.

Consistent with Watercare's no-surprises approach, the Hibiscus and Bays Local Board members were briefed on proposed changes to the rising main project underway in Mairangi Bay and the implications for the local community. Watercare has committed to keep all stakeholders informed to minimise disruption to events such as the Christmas Parade.

Watercare supported Auckland Transport at a briefing to the Waitemata Local Board and at a separate briefing of residents regarding the proposed upgrade of infrastructure in Franklin Road. Watercare will continue to liaise with Auckland Transport, the lead agency, to further develop the proposal.

The Mangere Otahuhu Local Board received an update on the Hunua 4 watermain project including the combined initiative with the New Zealand Transport Agency on the proposed grade separation interchange at Kirkbride Road and George Bolt Memorial Drive.

## **9. STATUTORY PLANNING**

### **Auckland Proposed Unitary Plan**

The Proposed Auckland Unitary Plan sets out the policy and rule framework that will apply to Watercare's operations when the Plan becomes operative. Some provisions already have "legal effect". As previously reported, Watercare did not lodge a formal submission on the Proposed Auckland Unitary Plan (except on Watercare's designations) on the basis that Council has agreed to fully involve Watercare in the hearing process as part of the Council team. Watercare and Auckland Transport are members of the Unitary Plan Steering Committee and are involved in the Auckland Council's case teams on the Unitary Plan. Key areas that are of interest to Watercare are the definition of significant infrastructure, freshwater resources, coastal, wastewater discharges, and overlays (natural and cultural heritage).

Hearings by the Independent Hearing Panel have commenced. The initial focus will be on the Regional Policy Statement section of the Proposed Plan. Key areas of interest for Watercare are growth, significant infrastructure and freshwater resource management. Watercare will provide expert witness statements in relation to growth and significant infrastructure.

### **Proposed Water Supply and Wastewater Bylaw**

The legacy Council water supply and wastewater bylaws expire in October 2015. Under section 61 of the Local Government (Auckland Council) Act 2009, Watercare can propose a new bylaw for water supply and wastewater services. A review of the provisions in the existing bylaw has been undertaken with a view to determining whether Watercare should pursue a new bylaw. This analysis has considered the current legislative framework and Watercare's customer contract. Based on this review, it is recommended that Watercare proposes a new bylaw focused on selected provisions where a bylaw would provide Watercare with additional regulatory protection for water supply and wastewater assets. The findings of this review have been documented in a draft 'issues and options' paper. Watercare has made an initial presentation to the Auckland Council Regulations and Bylaws Committee signalling the intention to pursue a new bylaw, and is currently consulting with the Local Boards. The proposal to undertake a formal bylaw consultation process will be presented to the Watercare Board for approval before being presented for recommendation to the Auckland Council Regulations and Bylaw Committee and approval by the Auckland Council Governing Body.

## **Auckland Council Operative Plan Changes**

There is currently one plan change of significant interest to Watercare:

- **Kingseat:** Some parties have appealed the Kingseat decision. The feasibility study related to the use of the existing wastewater treatment plant on the former Kingseat Hospital site is now complete. The study indicated that there is little benefit in utilising the existing Kingseat Hospital Wastewater Treatment Plant. A workshop was held with the two interested landowners to discuss the study findings. They have acknowledged that a new wastewater treatment facility is required and, Watercare has considered alternative strategies for wastewater servicing and, in particular, discharge locations. These have been presented these to local iwi. Although iwi has not expressly provided feedback on the alternatives, they have agreed to include some additional wording in the Plan Change focused on recognising the environmental sensitivity of the Whatapaka Inlet. Iwi has signalled that it wants confirmation that there will be “no adverse effects” on the Whatapaka Inlet from wastewater discharges. Watercare is committed to ensuring that the effects are “no more than minor” but without significant further ecological studies which will not be done until the resource consent stage, is not in a position to accept the wording proposed by iwi. *There has been further discussion on the wording, but the parties have not yet agreed. The next Environment Court reporting date is 17 November. If the matter is not resolved by then, it will go to an Environment Court hearing.*

There are two additional Plan Changes that have emerged as being of interest to Watercare. These are private plan changes.

- **Snells-Algies:** There are two small private plan changes in this area seeking to rezone land that is out of Watercare’s service area but adjacent (Category 2). Watercare cannot provide service to those areas until the wastewater treatment plant resource consent renewal application has been granted by Council and Watercare replaces the ocean outfall pipe. This pipe is in extremely poor condition and is at risk of failure. A programme is in place to replace this pipe, but it is likely to take five years. Watercare has made submissions on both of these private plan changes, advising the position on servicing. *A hearing has been scheduled in December for one of these plan changes.*

## **Mana Whenua Forum**

The next Forum meeting is on the 12 February 2015. An agenda has yet to be prepared but will include the draft report of the findings of the Mana Whenua Forum tour of wastewater treatment plants in the Waikato and Bay of Plenty.



## **10. AUCKLAND COUNCIL RESPONSE TO REQUEST FOR REVIEW OF THE CONDITIONS OF RESOURCE CONSENT 30083**

Auckland Council has recently received three requests from the Manukau Harbour Restoration Society requesting the Council undertake an independent review of the resource consent conditions for the discharge from the Mangere Wastewater Treatment Plant.

One of the requests included a review by Hydrobio, critical of two monitoring reports by Coast and Catchment Limited summarising and assessing results of Manukau Harbour monitoring.

The Council sought Watercare's view on the request. A detailed response was provided stating that no review was required because, in summary:

- The Mangere WWTP is under regular review every year by a range of independent and highly skilled peer review groups;
- The monitoring results demonstrate that the Mangere WWTP is operating to a very high level of compliance;
- The Mangere WWTP is operating as it was designed to;
- The water quality in the Manukau Harbour in the vicinity of the Mangere WWTP has improved and is continuing to do so;
- The requests for review have no sound technical basis;
- There was a major review of the monitoring undertaken in 2011 and all indicators of water quality have been positive since that time.

As a result of their review, the Council has decided not to invoke their review authority allowed for by conditions 6 and 6 of the consent during 2014. The decision is based on:

- the compliance history of the site;
- the results of receiving environment monitoring;

“the results of monitoring show that the wastewater treatment plant is being managed to achieve a consistently high level of efficient quality, with significant improvements for some of the water quality parameters (ammonia and total nitrogen) and indications of ecological health being monitored in the Manukau Harbour.”

- upgrades planned by Watercare which includes the BNR plant due to be completed in late 2017;

- the oversight by a range of three independent and highly skilled peer review groups, and by a well-qualified independent community group. The groups are:
  - Audit Group – this group is chaired by the Right Honourable Paul East and consists of independent experts in the field of wastewater treatment, plant design, operation, chemistry and marine water quality, air quality and lwi issues.
  - Disinfection Review Group (DRG) – this group consists of internationally recognised experts in the field of microbial inactivation via disinfection and environmental virology. Their role is to review the operation of the UV disinfection facility at the plant. In particular, they have a role in the event of either a primary or secondary bypass event at the plant.
  - Microbiological Review Group (MRG) – this group consists of internationally recognised experts in the field of microbiology, environmental virology, public health and wastewater treatment. Their role is to review the operation of the plant in relation to the discharge of pathogens to the environment and the accumulation and re-suspension of effluent derived pathogenic micro-organisms from sediments.

The Council considered the review of the Coast and Catchment Limited report by Hydrobio and said the report and data did not indicate a need to review the conditions of the consent. Dr Shane Kelly of Coast and Catchment Limited was requested to respond to the Hydrobio material. Dr Kelly is a highly qualified and experienced biological scientist. He was the lead author on the recently published report “State of the Hauraki Gulf”.

Dr Kelly concluded that:

- The Hydrobio review focuses on only a very limited set of information, and did not provide the context needed to interpret the results of Watercare’s harbour monitoring programme, or the effects of the plant upgrade.
- The results of Watercare’s work have been regularly reviewed by qualified technical staff of the ARC and Auckland Council, and by an independent Audit Group that includes technical experts and tāngata whenua representatives.
- The Hydrobio reviewers do not appear to be familiar with all of the work that has occurred, and potentially, do not have a good technical understanding of matters they covered.
- The upgrade to the wastewater treatment plant led to a substantial improvement in effluent quality, including a major reduction in nitrogen loads.
- Water quality in the harbour improved after the upgrade, and is continuing to improve. However, a water quality gradient still extends away from the treatment plant.

- Metal concentrations in sediments surrounding the treatment plant are low by regional standards, and relative to sediment quality guidelines values.
- A contaminant pulse was released after the legacy treatment ponds were decommissioned, but concentrations rapidly dropped to levels comparable with, or less than, other urban sites in Auckland.
- The decommissioned ponds have been colonised by a range of invertebrate species, include species regarded as being sensitive to muddy sediments and contaminants.
- The area around the discharge is moderately enriched, but it supports a relatively diverse benthic community that contains sensitive species.
- The ecology of Manukau Harbour is dynamic and influenced by a range of human activities and natural processes. The results of Watercare’s monitoring programme need to be interpreted against this background.

#### **11. LONG TERM PLAN 2015-2025**

Updated financial and performance measure templates were submitted to Auckland Council following approval by the Board in October.

Watercare attended an Auckland Council Budget Committee meeting on 29 October at which Watercare’s response to the Mayoral Proposal was discussed, along with key capital projects, financials and performance measures. Watercare was not required to attend a subsequent Budget Committee meeting on 5 November. Auckland Council approved Watercare’s financial projections at that meeting.

Further LTP milestones and dates have not yet been confirmed by Auckland Council.

.....  
R Jaduram  
CHIEF EXECUTIVE

# WATERCARE SERVICES LIMITED

Oct-14

## Key Financial Indicators

Financial performance	YTD	Page Ref
Total Revenue	●	A1
Operating Costs	●	A1
Interest expense	●	A1
Depreciation	●	A1
Net Contribution	●	A1
Financial position		
Net Borrowings	●	A5
Cashflow		
Operating cashflow	●	A2
Investing cashflow	●	A2
Treasury policy	Compliance	Page Ref
Committed facilities (liquidity risk)	●	A6
Fixed interest rate risk	●	A6
Credit risk	●	A7
Funding risk	●	A7, A8
Foreign exchange risk	●	A8

### Key to Financial performance, Financial position and cashflow measures

- Favourable variance - actual result on or above budget for total revenue, net contribution, operating cash flow and actual result below budget for operating expenses, interest, depreciation, net borrowings and investing cash flow
- Unfavourable variance - actual result below budget for total revenue, net contribution, operating cash flow and actual result above budget for operating expenses, interest, depreciation, net borrowings and investing cash flow

### Key to Treasury policy compliance

- Full compliance
- Non compliance

# **WATERCARE SERVICES LIMITED**

## ***Management Report***

**Oct-14**

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<b>2</b>	<b>Treasury Management</b>	
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	● Counterparty Exposures, Debt Concentration & Covenant Compliance	A7
	● Foreign Exchange & Commercial Paper Maturity	A8

**WATERCARE SERVICES LIMITED**  
**STATEMENT OF FINANCIAL PERFORMANCE**

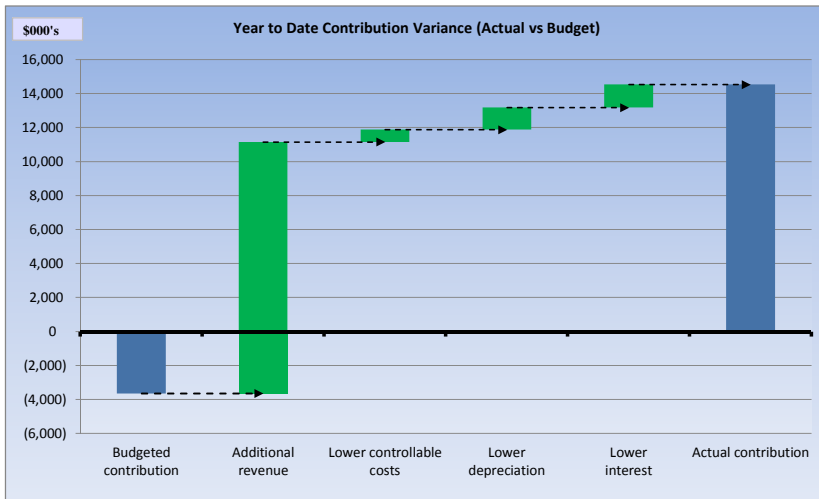
**Oct-14**

(\$000's)

	Current Month				Year to Date				Full Year			
	Actual	Budget	Variance	Result	Actual	Budget	Variance	Result	Forecast	Budget	Variance	Result
Wastewater Revenue	24,195	24,082	113	✓	94,847	93,897	950	✓	289,884	289,578	306	↔
Water Revenue	11,313	11,245	68	✓	44,084	43,761	323	✓	137,059	137,059	0	↔
Laboratory Revenue	432	492	(60)	✗	1,832	1,926	(94)	✗	5,915	6,100	(186)	✗
Infrastructure Growth Charge Revenue (IGC)	4,064	2,900	1,164	✓	21,941	11,600	10,341	✓	44,441	34,100	10,341	✓
Other Revenue	2,412	2,144	268	✓	12,018	8,739	3,279	✓	36,022	32,744	3,278	✓
<b>Total Revenue</b>	<b>42,416</b>	<b>40,863</b>	<b>1,553</b>	<b>✓</b>	<b>174,722</b>	<b>159,924</b>	<b>14,798</b>	<b>✓</b>	<b>513,321</b>	<b>499,581</b>	<b>13,740</b>	<b>✓</b>
Labour	5,747	5,841	94	✓	22,907	23,733	(826)	✓	70,861	71,622	(762)	↔
Contract Labour	291	431	(141)	✓	1,715	1,974	(260)	✓	3,849	4,341	(492)	✓
Oncosts	236	302	(66)	✓	967	1,203	(236)	✓	3,202	3,674	(473)	✓
Labour Recoveries	(3,012)	(3,083)	(71)	✗	(12,109)	(11,956)	(153)	✓	(35,538)	(35,778)	(240)	↔
<b>Net Labour</b>	<b>3,262</b>	<b>3,492</b>	<b>(230)</b>	<b>✓</b>	<b>13,480</b>	<b>14,953</b>	<b>(1,474)</b>	<b>✓</b>	<b>42,373</b>	<b>43,860</b>	<b>(1,487)</b>	<b>✓</b>
Materials & Cost of Sales	182	180	(2)	✗	770	689	(80)	✗	2,163	2,074	(89)	✗
Planned Maintenance	1,266	1,679	(413)	✓	4,559	5,763	(1,204)	✓	15,105	16,275	(1,170)	✓
Unplanned Maintenance	3,363	2,381	(982)	✗	11,787	10,048	(1,739)	✗	32,861	31,105	(1,756)	✗
Asset Operating Costs - Chemicals	952	953	(1)	✓	3,476	3,434	(42)	✗	11,141	11,099	(42)	↔
Asset Operating Costs - Energy	1,432	1,282	(150)	✗	6,187	5,552	(635)	✗	17,773	17,143	(631)	✗
Operating Costs - Other	3,583	3,300	(283)	✗	13,638	13,086	(552)	✗	39,210	38,652	(558)	↔
Depreciation and Amortisation	16,941	17,841	(900)	✓	68,211	69,505	(1,294)	✓	208,050	210,440	(2,390)	↔
<b>Asset Operating Costs</b>	<b>27,537</b>	<b>27,436</b>	<b>(101)</b>	<b>✗</b>	<b>107,858</b>	<b>107,388</b>	<b>(470)</b>	<b>✗</b>	<b>324,141</b>	<b>324,714</b>	<b>(573)</b>	<b>↔</b>
Communications	105	128	(23)	✓	514	573	(59)	✓	1,566	1,625	(59)	✓
Professional Services	852	1,190	(338)	✓	3,672	4,455	(782)	✓	11,764	12,149	(385)	✓
Interest	6,333	6,712	(379)	✓	24,707	26,065	(1,358)	✓	78,002	80,573	(2,572)	✓
General Overheads	2,441	2,332	(109)	✗	9,181	9,439	(259)	✓	27,516	27,610	(94)	↔
<b>Overheads</b>	<b>9,731</b>	<b>10,362</b>	<b>(631)</b>	<b>✓</b>	<b>38,074</b>	<b>40,532</b>	<b>(2,458)</b>	<b>✓</b>	<b>118,848</b>	<b>121,957</b>	<b>(3,109)</b>	<b>✓</b>
<b>Total Expenses</b>	<b>40,712</b>	<b>41,470</b>	<b>(758)</b>	<b>✓</b>	<b>160,182</b>	<b>163,562</b>	<b>(3,381)</b>	<b>✓</b>	<b>487,525</b>	<b>492,605</b>	<b>(5,080)</b>	<b>↔</b>
<b>Total Contribution/(Loss)</b>	<b>1,704</b>	<b>(607)</b>	<b>2,311</b>	<b>✓</b>	<b>14,540</b>	<b>(3,639)</b>	<b>18,179</b>	<b>✓</b>	<b>25,796</b>	<b>6,976</b>	<b>18,820</b>	<b>✓</b>
Gain/Loss on Disposal of Fixed Assets & other Costs	581	548	(34)	✗	2,533	2,145	(388)	✗	7,388	7,000	(388)	✗
Financial Instruments Revaluation (Gain)/Loss	15,682	-	(15,682)	✗	39,909	-	(39,909)	✗	39,909	-	(39,909)	✗
<b>Non Operating (costs)/Revenue</b>	<b>16,264</b>	<b>548</b>	<b>(15,716)</b>	<b>✗</b>	<b>42,441</b>	<b>2,145</b>	<b>(40,296)</b>	<b>✗</b>	<b>47,296</b>	<b>7,000</b>	<b>(40,296)</b>	<b>✗</b>
<b>Net Surplus / (Deficit) before Tax</b>	<b>(14,560)</b>	<b>(1,155)</b>	<b>(13,405)</b>	<b>✗</b>	<b>(27,902)</b>	<b>(5,784)</b>	<b>(22,118)</b>	<b>✗</b>	<b>(21,500)</b>	<b>(24)</b>	<b>(21,476)</b>	<b>✗</b>
Income Tax Expense/(benefit)	-	-	-	-	-	-	-	-	-	-	-	-
Deferred Tax	(4,076)	(1,062)	3,014	✓	(7,839)	(4,792)	3,047	✓	3,402	4,512	(1,110)	✗
<b>Net Surplus / (Deficit) after Tax</b>	<b>(10,484)</b>	<b>(93)</b>	<b>(10,391)</b>	<b>✗</b>	<b>(20,062)</b>	<b>(992)</b>	<b>(19,070)</b>	<b>✗</b>	<b>(24,902)</b>	<b>(4,536)</b>	<b>(20,366)</b>	<b>✗</b>

**Key: Financial performance result**

- ✓ Favourable variance - actual income on or above budget and actual expenditure on or below budget
- ✗ Unfavourable variance - actual income below budget and actual expenditure above budget



# WATERCARE SERVICES LIMITED

## STATEMENT OF CASH FLOWS

Oct-14

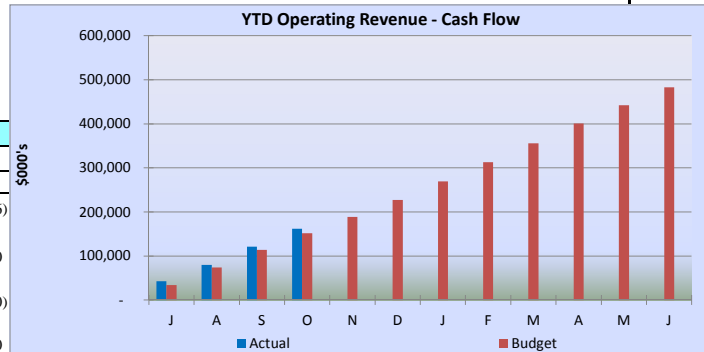
(\$000's)

NZ \$000s	Current Month				Year to Date				Full Year
	Actual	Budget	Variance	Result	Actual	Budget	Variance	Result	Budget
<b>Operating Cash flow:</b>									
Operating Revenue	40,166	44,592	(4,426)	✘	161,638	158,411	3,227	✔	482,908
Operating Costs	(13,344)	(11,016)	(2,328)	✘	(60,938)	(59,207)	(1,731)	✘	(203,185)
Interest Paid	(3,897)	(6,712)	2,815	✔	(21,088)	(26,066)	4,978	✔	(80,573)
<b>OPERATING CASH FLOW</b>	<b>22,925</b>	<b>26,864</b>	<b>(3,938)</b>	✘	<b>79,612</b>	<b>73,138</b>	<b>6,474</b>	✔	<b>199,150</b>
<b>Investing Cash flow:</b>									
Capital Expenditure	(24,001)	(27,774)	3,773	✔	(107,379)	(109,287)	1,908	✔	(326,076)
Capitalised Interest (CAPI)	(1,162)	(1,286)	124	✔	(4,763)	(5,189)	426	✔	(15,012)
<b>INVESTING CASH FLOW</b>	<b>(25,163)</b>	<b>(29,061)</b>	<b>3,898</b>	✔	<b>(112,142)</b>	<b>(114,476)</b>	<b>2,334</b>	✔	<b>(341,088)</b>
<b>Financing Cash flow:</b>									
Bonds/Term Debt Issued/(Repaid)	-	-	-		-	-	-	↔	(150,000)
Short Term Advances/(Repaid)	3,500	4,656	(1,156)	✘	15,500	15,744	(244)	✘	-
Commercial Paper Issued/(Repaid)	52	52	-	↔	14,823	14,823	-	↔	29,464
Auckland Council Borrowings/(Repaid)	(292)	(2,811)	2,519	✔	1,956	10,771	(8,815)	✘	248,978
<b>FINANCING CASH FLOW</b>	<b>3,260</b>	<b>1,897</b>	<b>1,363</b>	✔	<b>32,279</b>	<b>41,338</b>	<b>(9,059)</b>	✘	<b>128,442</b>
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	<b>1,022</b>	<b>(300)</b>	<b>1,322</b>	✔	<b>(251)</b>	<b>-</b>	<b>(251)</b>	✘	<b>(13,496)</b>
Opening Cash Balance/(Overdraft)	(1,176)	-	(1,176)	✘	97	-	97	✔	-
<b>Ending Cash Balance/(Overdraft)</b>	<b>(154)</b>	<b>(300)</b>	<b>146</b>	✔	<b>(154)</b>	<b>-</b>	<b>(154)</b>	✘	<b>(13,496)</b>

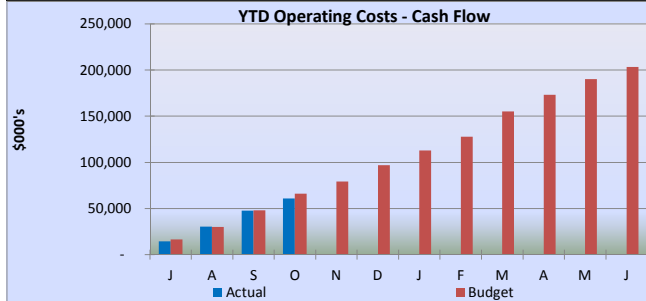
**Key: Financial performance result**  
✔ Favourable variance - actual income above budget or actual expenditure below budget  
✘ Unfavourable variance - actual income below budget or actual expenditure above budget

### Reconciliation Operating Cashflow (\$000's)

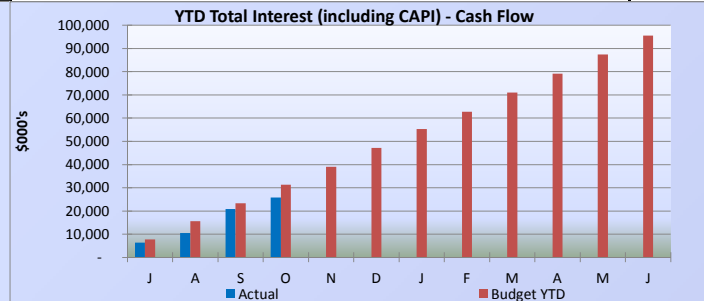
	Current Month		Year to Date		Full Year
	Actual	Budget	Actual	Budget	Budget
Net Surplus (Deficit) After Tax	(10,484)	(93)	(20,062)	(992)	(4,536)
Add back non cash items:					
Depreciation and amortisation	16,941	17,841	68,211	69,505	210,440
Financial instruments revaluation	15,682	-	39,909	-	-
Vested assets revenue	(1,413)	(1,383)	(7,382)	(5,533)	(16,600)
Contribution towards PPE	-	-	(487)	-	-
Other non-operating exp/(inc)	601	548	2,453	2,145	7,000
Income Tax Expense/(Benefit)	(4,076)	(1,062)	(7,839)	(4,792)	4,512
Movements in Working Capital	5,674	11,013	4,810	12,805	(1,666)
<b>OPERATING CASH FLOW</b>	<b>22,925</b>	<b>26,864</b>	<b>79,612</b>	<b>73,138</b>	<b>199,150</b>



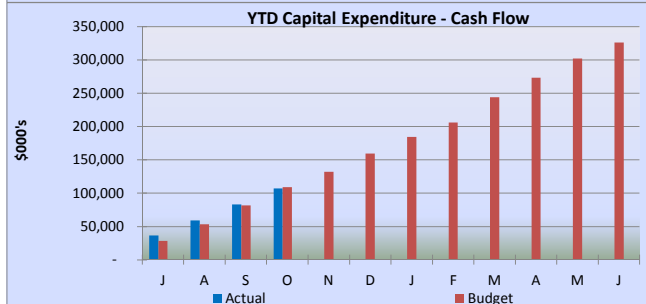
Increased YTD operating cashflow due to higher than budgeted IGC revenue.



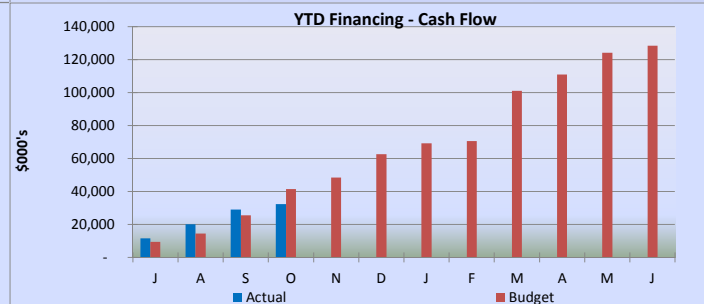
YTD is below budget due to cost savings in both labour and overheads



YTD savings in interest cost payments is due to lower than budgeted interest payments resulting from lower than anticipated borrowing.



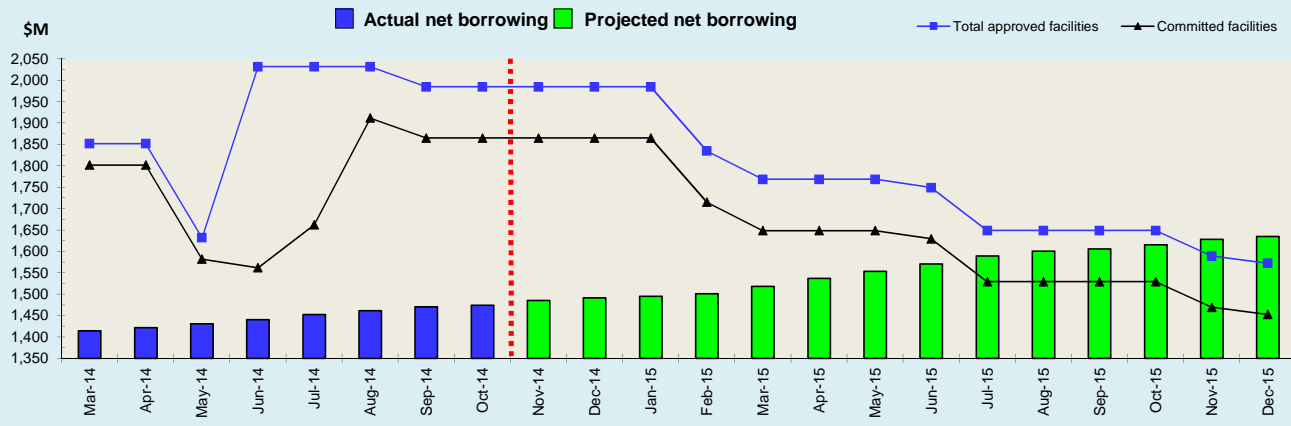
YTD capital expenditure cash flow is currently marginally below budget.



YTD financing cashflow is favourable due to higher operating revenue and lower operating costs cash outflows compared to budget

<b>WATERCARE SERVICES LIMITED</b>						<b>Oct-14</b>
<b>STATEMENT OF FINANCIAL POSITION</b>						<b>(\$000's)</b>
<b>June 2014 Actual</b>	<b>September Actual</b>		<b>October</b>			<b>June 2015</b>
			<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Budget</b>
		<b>Non-Current Assets</b>				
7,988,872	8,076,099	Property, Plant and Equipment	8,131,350	8,101,038	30,312	8,425,067
456,588	435,690	Construction/Work-in-progress	403,794	441,793	(37,999)	462,776
(210,329)	(257,843)	Provision for Depreciation	(273,693)	(285,086)	11,393	(49,978)
<b>8,235,131</b>	<b>8,253,946</b>	<b>Total Property, Plant and Equipment</b>	<b>8,261,451</b>	<b>8,257,745</b>	<b>3,706</b>	<b>8,837,865</b>
39,784	44,351	Intangible Assets	44,103	41,440	2,663	44,837
24,208	24,078	Prepaid Expenses	24,041	24,110	(69)	23,815
3,459	4,133	Inventories	4,098	4,211	(113)	4,211
5,698	6,069	Derivative Financial Instruments	6,984	5,664	1,320	5,664
<b>8,308,280</b>	<b>8,332,577</b>	<b>Total Non-Current Assets</b>	<b>8,340,677</b>	<b>8,333,170</b>	<b>7,507</b>	<b>8,916,392</b>
		<b>Current Assets</b>				
97	-	Cash and Cash Equivalents	-	-	-	-
48,187	42,724	Trade and Other Receivables	41,305	40,288	1,017	42,760
19,452	23,343	Unbilled Revenue Accrual	23,698	19,289	4,409	18,459
4,146	3,706	Prepaid Expenses	3,634	2,811	823	698
4,500	3,993	Inventories	4,016	3,684	332	3,684
556	596	Derivative Financial Instruments	515	1,084	(569)	1,084
<b>76,938</b>	<b>74,362</b>	<b>Total Current Assets</b>	<b>73,168</b>	<b>67,156</b>	<b>6,012</b>	<b>66,685</b>
<b>8,385,218</b>	<b>8,406,939</b>	<b>Total Assets</b>	<b>8,413,845</b>	<b>8,400,326</b>	<b>13,519</b>	<b>8,983,077</b>
		<b>Non-Current Liabilities</b>				
30,000	30,000	Bonds (18/05/16)	30,000	30,000	-	30,000
75,000	75,000	Bonds (26/10/18)	75,000	75,000	-	75,000
50,931	50,866	Bonds (26/10/18)	50,848	50,851	(3)	50,667
150,000	150,000	Term Loan (13/10/16)	150,000	150,000	-	150,000
5,000	17,000	Bank Revolving Credit Facility	20,500	21,515	(1,015)	35,000
722,339	771,742	Auckland Council Loan	771,543	820,681	(49,138)	1,114,650
<b>1,033,270</b>	<b>1,094,608</b>	<b>Total debt non-current</b>	<b>1,097,891</b>	<b>1,148,047</b>	<b>(50,156)</b>	<b>1,455,317</b>
13,120	12,941	Other Accrued Expenses	12,919	12,886	33	-
1,201	1,180	Provision for Staff Benefits	1,180	1,040	140	13,255
63,490	88,172	Derivative Financial Instruments	104,759	62,576	42,183	62,576
965,231	961,467	Deferred Tax Liability	957,391	955,470	1,921	1,085,179
<b>2,076,312</b>	<b>2,158,368</b>	<b>Total Non-Current Liabilities</b>	<b>2,174,140</b>	<b>2,180,019</b>	<b>(5,879)</b>	<b>2,616,327</b>
		<b>Current Liabilities</b>				
-	1,176	Bank Overdraft	154	-	154	-
133,811	148,582	Commercial Paper	148,634	119,036	29,598	119,036
250	250	Bonds (26/10/18)	250	250	-	264
150,000	150,000	Bonds (16/02/15)	150,000	150,000	-	-
136,396	89,241	Auckland Council Loan	89,146	89,146	-	18,918
<b>420,457</b>	<b>389,249</b>	<b>Total debt current</b>	<b>388,184</b>	<b>358,432</b>	<b>29,752</b>	<b>138,218</b>
28,281	21,544	Trade and Other Payables	21,314	27,342	(6,028)	31,323
12,681	12,508	Interest Accrued	13,755	13,734	21	13,805
56,920	44,372	Other Accrued Expenses	45,604	46,880	(1,276)	55,120.73
6,382	6,332	Provision for Staff Benefits	6,339	5,039	1,300	5,483
928	934	Other Provisions	1,016	1,152	(136)	1,152
150	105	Derivative Financial Instruments	35	194	(159)	194
<b>525,799</b>	<b>475,044</b>	<b>Total Current Liabilities</b>	<b>476,247</b>	<b>452,773</b>	<b>23,474</b>	<b>245,296</b>
		<b>Equity</b>				
260,693	260,693	Authorised & Issued Capital	260,693	260,693	-	260,693
3,779,111	3,779,111	Capital Contribution Reserve	3,779,111	3,779,111	-	3,779,111
1,666,754	1,666,585	Revaluation Reserve	1,666,195	1,641,392	24,803	1,998,856
84,968	76,717	Retained Earnings	77,553	87,330	(9,777)	87,330
(8,419)	(9,579)	Current Year Earnings after Tax	(20,094)	(992)	(19,102)	(4,536)
<b>5,783,107</b>	<b>5,773,527</b>	<b>Total Shareholders' Funds</b>	<b>5,763,458</b>	<b>5,767,534</b>	<b>(4,076)</b>	<b>6,121,454</b>
<b>8,385,218</b>	<b>8,406,939</b>	<b>Total Shareholders' Funds and Liabilities</b>	<b>8,413,845</b>	<b>8,400,326</b>	<b>13,519</b>	<b>8,983,077</b>





Interest rates

	Actual YTD	Benchmark YTD	Year end forecast
Weighted averages (excl. fees and margins)	5.00%	4.86%	5.01%
Weighted averages (incl. fees and margins)	6.29%	N/A	6.21%

Debt (\$m)

	Actual	Budget	Variance
Short-term borrowings	388.2	358.4	29.8
Long-term borrowings	1,097.9	1,148.1	(50.2)
<b>Total gross debt</b>	<b>1,486.1</b>	<b>1,506.5</b>	<b>(20.4)</b>
Less cash & deposits	-	-	-
<b>Total net borrowing</b>	<b>1,486.1</b>	<b>1,506.5</b>	<b>(20.4)</b>

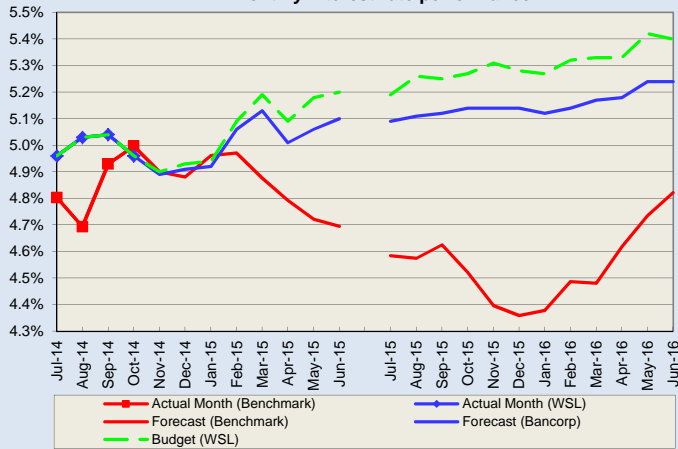
Committed facilities

- Westpac Term Loan facility \$150 million
- ANZ CP Standby facility \$100 million
- BNZ CP Standby facility \$100 million
- Westpac Revolving Credit facility \$60 million
- Medium term notes \$305 million
- Auckland Council \$1,150 million
- Total committed facilities as at 31 October \$1,865 million**

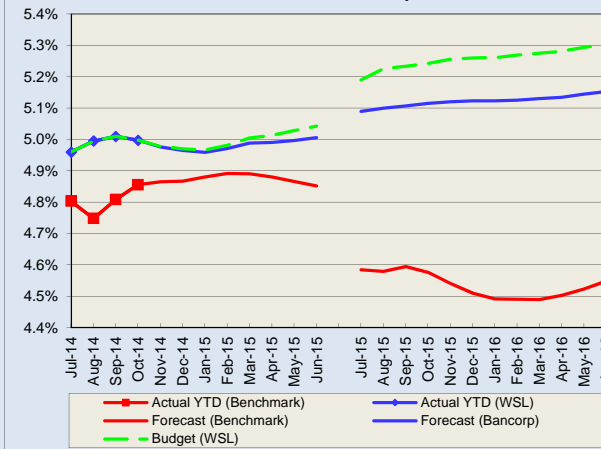
Additional approved facilities

- Approved new funding from Auckland Council \$70 million
- Approved CP issuance, over and above CP Standby facility \$50 million
- Total approved facilities as at 31 October \$1,985 million**

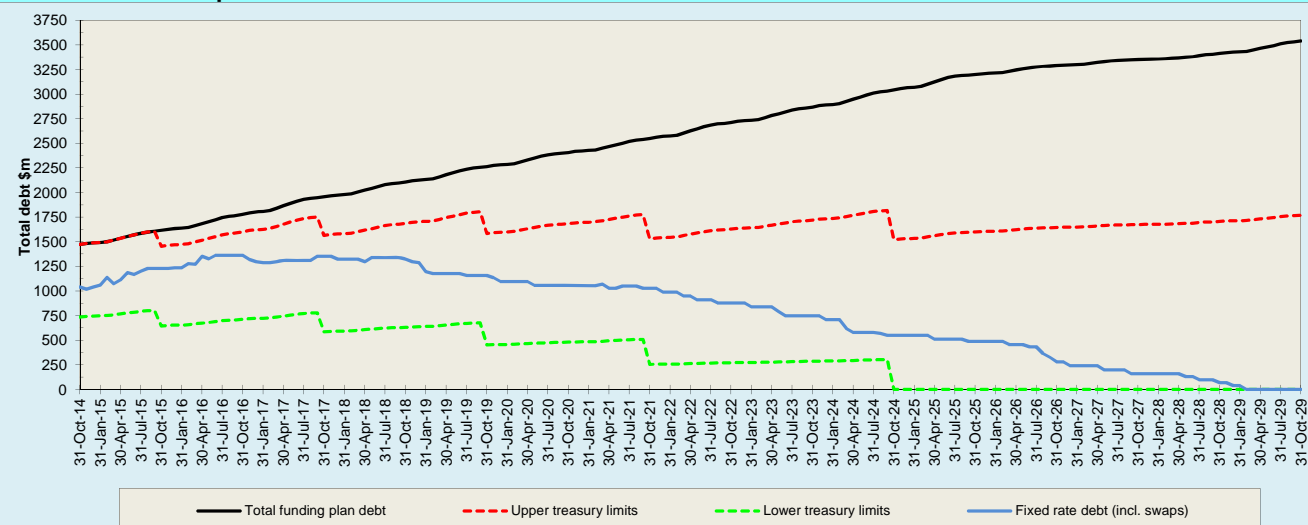
Monthly interest rate performance



Year to date interest rate performance



Forecast total debt profile



**COUNTERPARTY EXPOSURES, DEBT CONCENTRATION &  
COVENANT COMPLIANCE**

**Oct-14**

Counterparty exposures	S&P credit rating Short / long term	Face value	Credit exposures	Limit	Limit	
		\$000	\$000	\$000	OK /	exceeded
<b>Obligations of registered banks</b>						
ANZ Bank	A1+ / AA-	680,903	5,555	100,000	Limit OK	✓
Bank of New Zealand	A1+ / AA-	711,507	15,007	100,000	Limit OK	✓
ASB Institutional	A1+ / AA-	115,000	3,441	100,000	Limit OK	✓
Westpac Institutional Bank	A1+ / AA-	516,190	3,177	100,000	Limit OK	✓
		2,023,599	27,180	N/A		

*Note: Credit exposures are the aggregate of direct exposures, 10% of the 'face' value of forward foreign exchange contracts, 15% of the 'face' value of electricity hedging contracts, and the sum of the MTM value of interest rate derivative contracts plus a 3% 'risk' factor (if this produces a positive value).*

**Debt concentration \$000**

Committed debt facilities	Maturity	0-12 months	12-24 months	24-36 months	36-48 months	48-60 months	> 60 months	Total
ANZ CP Standby facility	1/07/15	100,000						100,000
Westpac Revolving Credit facility	30/11/15		60,000					60,000
Westpac Term Loan facility	13/10/16		150,000					150,000
BNZ CP Standby facility	1/07/17			100,000				100,000
Medium-term notes	Various	150,000	30,000		125,000			305,000
Auckland Council	Various	85,747	41,692	54,668	78,368	82,243	807,243	1,149,961
<b>Total committed debt facilities</b>		<b>335,747</b>	<b>281,692</b>	<b>154,668</b>	<b>203,368</b>	<b>82,243</b>	<b>807,243</b>	<b>1,864,961</b>
Approved new funding from Auckland Council							69,716	69,716
Approved CP issuance, over and above CP Standby							50,000	50,000
<b>Total committed and approved debt facilities</b>		<b>335,747</b>	<b>281,692</b>	<b>154,668</b>	<b>203,368</b>	<b>82,243</b>	<b>926,959</b>	<b>1,984,677</b>
<b>Treasury policy - total committed debt facilities</b>		<b>&lt;= 500,000</b>	<b>&lt;= 500,000</b>	<b>&lt;= 500,000</b>	<b>&lt;= 500,000</b>	<b>&lt;= 500,000</b>		
Treasury policy compliance		✓	✓	✓	✓	✓		

Drawn bank facilities	Maturity	0-6 months	6-12 months	12-18 months	18-24 months	24-30 months	> 30 months	Total
ANZ CP Standby facility (\$100m)	1/07/15							0
Westpac Revolving Credit facility (\$60m)	30/11/15			20,500				20,500
Westpac Term Loan facility (\$150m)	13/10/16				150,000			150,000
BNZ CP Standby facility (\$100m)	1/07/17							0
		0	0	20,500	150,000	0	0	170,500
<b>Treasury policy for bank facilities</b>		<b>&lt;= 250,000</b>	<b>&lt;= 250,000</b>	<b>&lt;= 250,000</b>	<b>&lt;= 250,000</b>	<b>&lt;= 250,000</b>	<b>&lt;= 250,000</b>	
Treasury policy compliance		✓	✓	✓	✓	✓	✓	
<b>Other facilities</b>								
BNZ overdraft	On demand	2,000						2,000
		2,000	0	0	0	0	0	2,000

Counterparty exposure in relation to borrowing facilities	Westpac	BNZ	ANZ			
Term loan facility	150,000					
Revolving credit facility	60,000					
CP standby facility		100,000	100,000			
	<b>210,000</b>	<b>100,000</b>	<b>100,000</b>			
<b>Treasury policy</b>	<b>&lt;= 500,000</b>	<b>&lt;= 500,000</b>	<b>&lt;= 500,000</b>			
Treasury policy compliance	✓	✓	✓			

**Compliance with financial covenants and ratios under the Negative Pledge Deed and Guarantee Facility Deed**

Covenant / ratio	Benchmark/target measure	Outcome	Compliance
Security interests / total tangible assets - maximum	5%	0.00%	✓
Total liabilities / total tangible assets - maximum	60%	31.67%	✓
Total liabilities (including contingent) / total tangible assets - maximum	65%	31.68%	✓
Shareholders funds - minimum (\$000)	500,000	5,763,043	✓
EBITDA : funding costs ratio - minimum	1.75	4.03	✓
Funds from operations : interest cover ratio - minimum	2.00	3.38	✓
Total tangible assets of borrowing group / total tangible assets - minimum	90%	100.00%	✓
Loans, guarantees etc to related companies / total tangible assets - maximum	5%	0.00%	✓
External debt maturing in less than 5 years - minimum	50%	100.00%	✓

**FOREIGN EXCHANGE, COMMERCIAL PAPER &  
ELECTRICITY HEDGING**

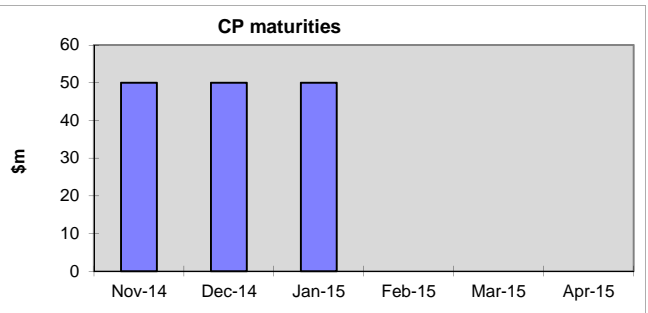
**Oct-14**

Foreign currency exposures (NZ\$000) including hedging for chemical purchases	USD	AUD	Total
Total exposure to be hedged	3,255	344	3,599
Foreign exchange hedging	3,255	344	3,599
Percentage cover	100%	100%	100%
<b>Treasury policy</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Treasury policy compliance	✓	✓	✓

Hedging for chemical purchases (US\$000)	Dec-14	Mar-15	Jun-15	Sep-15	Total
Chemicals forward foreign exchange hedging	750	250	500	250	1,750
<b>Treasury policy</b>					<b>&lt;= 5,000</b>
Treasury policy compliance					✓

**Commercial paper maturities**

Issue #	\$000	BKBM	Interest rate	Bid cover (x)	Term (days)	Maturity date
271	50,000	3.690%	3.800%	2.04	92	25-Nov-14
272	50,000	3.680%	3.790%	1.98	91	22-Dec-14
273	50,000	3.700%	3.807%	1.92	82	20-Jan-15
	<b>150,000</b>		<b>3.799%</b>			



Note: BKBM is the banks' mid-rate for bank bills of a similar term on the CP issue date.

	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Beyond Apr-15	Total
Outstanding CP	50,000	50,000	50,000	0	0	0	0	150,000
Uncommitted short-term debt								0
	<b>50,000</b>	<b>50,000</b>	<b>50,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>150,000</b>

**Treasury policy for maximum amount of CP outstanding** **<= 250,000**  
 Treasury policy compliance ✓

Undrawn committed standby facilities	1 month	1-2 months	2-3 months	3-4 months	4-5 months	5-6 months	6-7 months	> 7 months
Undrawn committed standby facility - CP facility	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000
50% of CP and other short-term debt repayable within 60 days	50,000	50,000	25,000	0	0			
<b>Treasury policy:</b> Undrawn standby facilities >= 50% of outstanding CP and other uncommitted short-term debt repayable within 60 days								
<b>Treasury policy compliance</b>	✓	✓	✓	✓	✓	✓		

Electricity hedging (NZ\$000)	0-6 months	6-12 months	12-18 months	18-24 months	24-30 months	30-36 months	36-42 months	42-48 months
Contract maturity								
Contract length								
<b>Total value of outstanding contracts</b>		<b>0</b>						
<b>Treasury policy for maximum value of outstanding contracts</b>		<b>&lt;= 10,000</b>						
Treasury policy compliance		✓						

# WATERCARE SERVICES LIMITED

## Management Report

Oct-14

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- Drinking Water Removed - replaced by scorecard
- Wastewater Treatment - Mangere Removed - replaced by scorecard
- Wastewater Treatment - Rosedale Removed - replaced by scorecard
- Managed Assets - Unplanned Maintenance Removed - replaced by scorecard
- Managed Assets - Inventory Management Removed - replaced by scorecard
- Cost Minimisation - Costs per cubic metre Removed - replaced by scorecard

#### 2 Statistics

- Monthly Statistics Update B9
- Networks Statistics Removed - replaced by scorecard
- Customer Services Statistics Removed - replaced by scorecard
- Performance Against Statement of Intent Measures Removed - replaced by scorecard
- Public Perception B13

*Confidential*

# Management Report

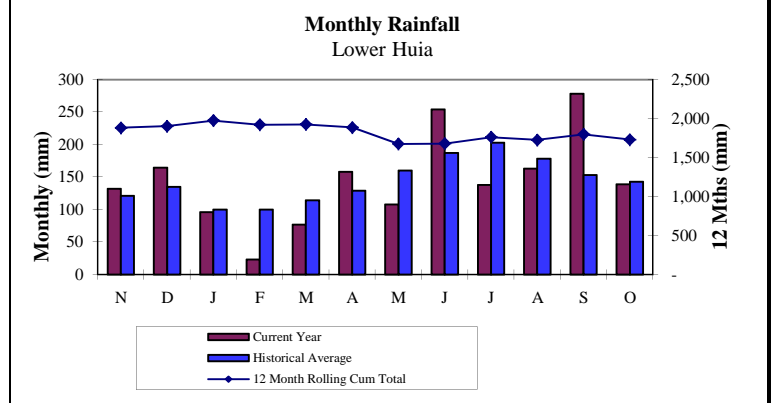
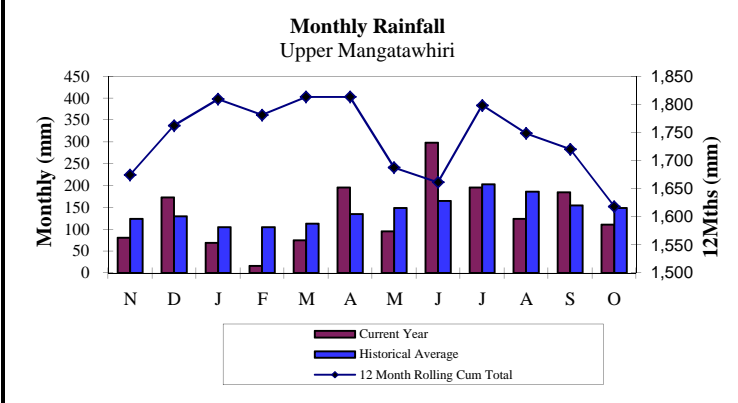
## Monthly Statistics Update

WATERCARE SERVICES LIMITED

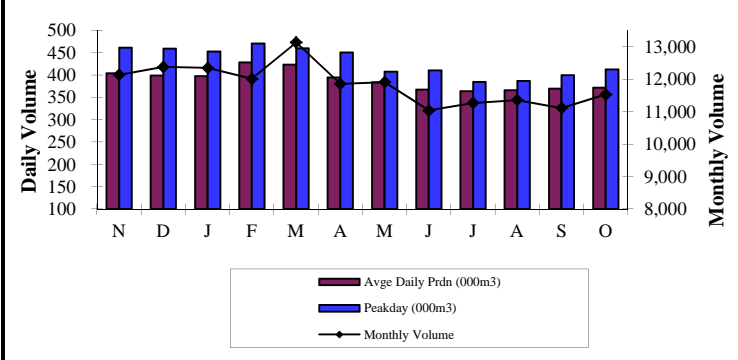
Oct-14

### Rainfall

Rainfall	Current Month	12 Mth Cumulative Rolling	Rainfall	Current Month	12 Mth Cumulative Rolling
<b>Actual - Upper Mangatawhiri</b>	111 mm	1619 mm	<b>Actual - Lower Huia</b>	139 mm	1730 mm

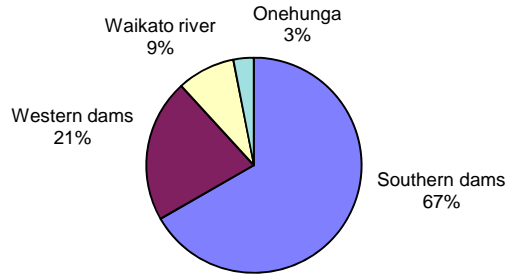


### Water Production - Metropolitan Supply



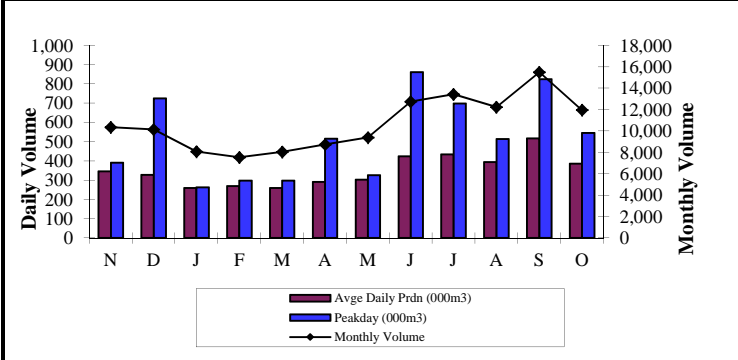
	Current Month	12 Month Rolling Ave
<b>Monthly Volume (000m<sup>3</sup>)</b>	11,533	11,842
<b>Average Daily Production</b>	372	389
<b>Peak Day</b>	413	430

#### Treated water volumes for the month



Treated water volumes (000m <sup>3</sup> )	Current Month		Year to Date	
Southern dams	7,695	67%	26,790	59%
Western dams	2,477	21%	9,826	22%
Waikato river	1,005	9%	6,900	15%
Onehunga aquifer	356	3%	1,761	4%
<b>Total</b>	<b>11,533</b>	<b>100%</b>	<b>45,277</b>	<b>100%</b>

### Wastewater Treatment - Metropolitan Treatment



	Current Month	12 Month Cumulative Ave
<b>Monthly Volume (000m<sup>3</sup>)</b>	11,963	10,689
<b>Average Daily Production</b>	386	351
<b>Peak Day Mangere</b>	546	522

Management Report – Media Analysis				WATERCARE SERVICES LIMITED		Oct-14	
Goal Seven: Public Perception							
Date	Outlet/Publication	Headline	Opening text	Hit sentence	Positive	Neutral	Negative
1/10/2014	Building Innovations NZ	More water sought from the Waikato River	Watercare Services has applied for consent to take a further 200 million litres of water per day from the Waikato River to meet Auckland's growing water demands. Watercare Services spokesman John Redwood says the decision to apply to take more water from the river was the most environmentally and financially sustainable solution for the city's home and business owners. "At times during the 2013 drought the Waikato River was supplying almost 30% of Auckland's water and even at that level Watercare was drawing less than 1% of the water flowing past the treatment plant's intake," says Redwood.			✓	
1/10/2014	Titirangi Tatler	Looking for something to do this summer?	With daylight saving here again and summer on its way, it's time to get outdoors. Whether you're getting fit, getting married or keeping the kids amused this summer, there are plenty of possibilities...	Sadly, the popular Waitakere Trampoline and Rainforest Express tram trips are still not running. Watercare owns both tracks and is waiting on an assessment of the costs involved in the safety works that are required to stabilise both sets of tracks. The assessment is due anytime. Watercare's Board will then decide whether to close these historic lines permanently or invest in getting them back up and running.		✓	
1/10/2014	Onehunga Community News	Local groups address Watercare	Discharge flowing from the Manukau Water Treatment Plant (MWTP) into the Manukau Harbour far exceeds volumes that were originally anticipated. From June to early August this year over half a million cubic metres of partially treated effluent was released into our harbour...	Because these reports underpin Watercare's contention that the bypass has no noticeable impact on the harbour we intend to have them peer reviewed. In summary we asked that the current consent be reviewed, as anticipated in the consent, and that the practice of secondary bypass be examined in full – the results to be communicated in an open and transparent manner.... Jim Jackson, Chair of the Onehunga Enhancement Society and the Manukau Harbour Restoration Society.			✓
1/10/2014	Onehunga Community News	Call for review misguided	Jim Jackson's attempt to link his call for a review of the consent conditions governing Watercare's operation of the Mangere wastewater treatment plant with approval for the planned Central Interceptor (Onehunga News, September 2014) is at best misguided.	The Central Interceptor will increase the annual influent into the Mangere plant by less than two percent. This extra volume is well within existing consent levels, and could be wholly accommodated by the plant's existing facilities... Mark Bourne, Wastewater Operations Manager, Watercare Services Limited.	✓		
1/10/2014	Onehunga Community News	Denise Krum, Councillor	The Mayor has now tabled his proposal for how we spend our money (and save some!) over the next ten years. As a Councillor, it's now my job to assess this starting point, debate with colleagues, and together decide where we head...	Many thanks to those of you who contacted me following last month's article by Jim Jackson, Onehunga Enhancement Society, regarding Watercare's resource consent to operate their wastewater treatment plant next to our harbour. Watercare have now been asked by us, their Council parent, to demonstrate their compliance and additionally, I will be seeking verification of the independence of their review group structure.		✓	
1/10/2014	Contractor Magazine	If at first you don't succeed	Mark Neilson of MWV Civil survived an inglorious start to his contracting career to become a successful employer who has worked hard at creating and maintaining his company's culture and mentoring his staff...	MWV has also subcontracted to Fulton Hogan on the Glenfield Road upgrade, the Mangere Bridge section of Watercare's Hunua 4 watermain project, and SH16 improvements at Te Atatu and Lincoln Road interchanges...		✓	
2/10/2014	Nor West News Brief	Water boss resigns	Watercare chief executive Mark Ford has stepped down on September 19 "following ill health earlier in the year". Ford has been chief executive of the council controlled organisation for most of the period since 1994.			✓	
3/10/2014	NBR Business Summaries	Board leaders create growth opportunities	Those that aspire to be chairman of a board must be aware that times have changed and the old boys' club is no longer something to rely on. Modern chairmen require a skill set that demonstrates not only an ability in law or accounting, but also proven business expertise that will allow them to generate ideas and follow trends around what might happen in the future, as well as the present-day risk.	David Clarke is a director of strategic advisory firm Cranleigh and other companies such as Watercare, Ngai Tahu Tourism, Jucy Group and Health Alliance.		✓	
3/10/2014	Eastern Courier	In brief: Ford steps down	The man who oversaw Auckland's water supply and wastewater for nearly 20 years has resigned. Watercare says its chief executive Mark Ford stepped down on September 19 "following ill health earlier in the year".			✓	
3/10/2014	North Shore Times Advertiser	Top man resigns	The man who has overseen Auckland's water supply and wastewater for nearly 20 years has resigned. Watercare says its chief executive Mark Ford stepped down on September 19 "following ill health earlier in the year".			✓	
6/10/2014	Yahoo.co.nz	Vector issues Auckland power advisory	While power is back on to many in Auckland, Vector is warning there may still be some issues this morning. There are now 18,000 customers without electricity, down from an initial 85,000 following yesterday morning's fire at the Penrose substation...	Watercare says yesterday's fire at the Penrose substation has left 50 of its pumping stations without power. Spokesman John Redwood says they have generators in and stations are coping at this stage. He says the system may come under pressure if there are delays in restoring power, so they're asking people in eastern suburbs to think twice about flushing the toilet.	✓		
6/10/2014	Newstalk ZB (online)	Vector issues Auckland power advisory	While power is back on to many in Auckland, Vector is warning there may still be some issues this morning. There are now 18,000 customers without electricity, down from an initial 85,000 following yesterday morning's fire at the Penrose substation...	Watercare says yesterday's fire at the Penrose substation has left 50 of its pumping stations without power. Spokesman John Redwood says they have generators in and stations are coping at this stage. He says the system may come under pressure if there are delays in restoring power, so they're asking people in eastern suburbs to think twice about flushing the toilet.	✓		
6/10/2014	Radio LIVE (online)	Don't rush to flush	Aucklanders in central and east being asked not to rush to flush. Power outage has left over 50 of Watercare's wastewater pumping stations without power.			✓	
6/10/2014	Scoop.co.nz	Don't rush to flush	Watercare Asks Customers to Think Twice as Power Outages Put Pressure on Wastewater Network. Watercare is calling on customers across Eastern and Central suburbs of Auckland city to think twice before flushing the toilet. The company's chief operations officer, David Worsnop, said that the fire early this morning at the Penrose substation has left more than 50 of Watercare's wastewater pumping stations without power. Watercare has deployed emergency generators and eductor trucks to ensure that wastewater is contained within its system.			✓	
9/10/2014, 5:25pm	Newstalk ZB		Auckland Council Regional Strategy and Policy Committee chairman George Wood explains that the council has voted in favour of an aerial drop of 1080 in the Hunua Ranges because of the growth in pests. He notes that Parliamentary Commissioner for the Environment Dr Jan Wright said 1080 was the best way to control pests. Williams says councillor Mike Lee voted against the move. Wood clarifies that the Medical Officer of Health has gone through the council's plan 'with a fine toothed comb' to make sure that 1080 will not contaminate reservoirs. He adds that the Greater Wellington Regional Council has 'done similar operations' near water supplies, while Watercare will also monitor the Hunua Ranges operations.			✓	
10/10/2014	New Zealand Herald	The Super City's big bosses: What they earn	\$500k salary defended as survey finds top council staff paying more. Watercare chief executive Mark Ford, who resigned this month for health reasons, remained the top-earning council employee with a salary of \$840,000 to \$850,000. Watercare has advertised for a new chief executive. Mayor Len Brown - after taking on board "messages" around debt and spending at last year's local body elections - said there would be a pay cut for the new chief executive. Board chairman David Clarke said the job was being resized and "I can assure you we'll be bearing in mind the comment [by the mayor] when we consider a new appointee salary"			✓	

Management Report – Media Analysis				WATERCARE SERVICES LIMITED		Oct-14	
Goal Seven: Public Perception							
10/10/2014	Newstalk ZB (online)	Watercare says calls for review completely unjustified	Watercare is hitting back at calls for a review into its discharge of treated effluent into the Manukau Harbour. The Manurewa Local Board has asked the Auckland Council water and wastewater company, to assess the effects of wastewater on the harbour. In a report, Watercare says such a review is completely unjustified, and could prove very costly to the Auckland public. Advisor Brent Evans says an upgrade to its Mangere plant has allowed for the restoration of shorelines, and a 10,000-fold reduction in pathogens. He says the discharge is regularly monitored and independently audited by iwi representatives and scientific experts.			✓	
10/10/2014	Yahoo.co.nz	Watercare says calls for review completely unjustified	Watercare is hitting back at calls for a review into its discharge of treated effluent into the Manukau Harbour. The Manurewa Local Board has asked the Auckland Council water and wastewater company, to assess the effects of wastewater on the harbour. In a report, Watercare says such a review is completely unjustified, and could prove very costly to the Auckland public. Advisor Brent Evans says an upgrade to its Mangere plant has allowed for the restoration of shorelines, and a 10,000-fold reduction in pathogens. He says the discharge is regularly monitored and independently audited by iwi representatives and scientific experts.			✓	
10/10/2014 9:02am	Newstalk ZB		Auckland Council-owned wastewater company, Watercare, has dismissed the Manurewa Local Board's request to assess its consent allowing the plant to discharge in the Manukau Harbour.			✓	
13/10/2014	Stuff.co.nz	Businessman Mark Ford dies	Businessman Mark Ford, a former chairman of Solid Energy and chief executive of Watercare has lost his long battle with illness. Auckland mayor Len Brown said this afternoon he was sorry to hear of Ford's passing and acknowledging his years of service to Auckland. "Sad to hear of the passing of Mark Ford. Mark gave many years of service to Auckland. Thoughts with his family." Watercare chairman David Clarke also paid tribute to Ford, who died earlier today. "Mark leaves a significant legacy of achievement, both at Watercare and in the broader business community," he said. While Ford had been unwell for some months, Clarke said, the news of his death still came as a shock. "We feel for his family, and extend our deepest sympathy to them."				✓
13/10/2014	Taranaki Daily News	Businessman Mark Ford dies	Businessman Mark Ford, a former chairman of Solid Energy and chief executive of Watercare has lost his long battle with illness. Auckland mayor Len Brown said this afternoon he was sorry to hear of Ford's passing and acknowledging his years of service to Auckland. "Sad to hear of the passing of Mark Ford. Mark gave many years of service to Auckland. Thoughts with his family." Watercare chairman David Clarke also paid tribute to Ford, who died earlier today. "Mark leaves a significant legacy of achievement, both at Watercare and in the broader business community," he said. While Ford had been unwell for some months, Clarke said, the news of his death still came as a shock. "We feel for his family, and extend our deepest sympathy to them."				✓
13/10/2014	Manawatu Standard	Businessman Mark Ford dies	Businessman Mark Ford, a former chairman of Solid Energy and chief executive of Watercare has lost his long battle with illness. Auckland mayor Len Brown said this afternoon he was sorry to hear of Ford's passing and acknowledging his years of service to Auckland. "Sad to hear of the passing of Mark Ford. Mark gave many years of service to Auckland. Thoughts with his family." Watercare chairman David Clarke also paid tribute to Ford, who died earlier today. "Mark leaves a significant legacy of achievement, both at Watercare and in the broader business community," he said. While Ford had been unwell for some months, Clarke said, the news of his death still came as a shock. "We feel for his family, and extend our deepest sympathy to them."				✓
13/10/2014	Southland Times	Businessman Mark Ford dies	Businessman Mark Ford, a former chairman of Solid Energy and chief executive of Watercare has lost his long battle with illness. Auckland mayor Len Brown said this afternoon he was sorry to hear of Ford's passing and acknowledging his years of service to Auckland. "Sad to hear of the passing of Mark Ford. Mark gave many years of service to Auckland. Thoughts with his family." Watercare chairman David Clarke also paid tribute to Ford, who died earlier today. "Mark leaves a significant legacy of achievement, both at Watercare and in the broader business community," he said. While Ford had been unwell for some months, Clarke said, the news of his death still came as a shock. "We feel for his family, and extend our deepest sympathy to them."				✓
13/10/2014	Dominion Post	Businessman Mark Ford dies	Businessman Mark Ford, a former chairman of Solid Energy and chief executive of Watercare has lost his long battle with illness. Auckland mayor Len Brown said this afternoon he was sorry to hear of Ford's passing and acknowledging his years of service to Auckland. "Sad to hear of the passing of Mark Ford. Mark gave many years of service to Auckland. Thoughts with his family." Watercare chairman David Clarke also paid tribute to Ford, who died earlier today. "Mark leaves a significant legacy of achievement, both at Watercare and in the broader business community," he said. While Ford had been unwell for some months, Clarke said, the news of his death still came as a shock. "We feel for his family, and extend our deepest sympathy to them."				✓
13/10/2014	Newstalk ZB (online)	Former Watercare head Mark Ford dies	Auckland business man Mark Ford has died. The former chief executive of Watercare had been battling ill health. In a tweet, Auckland Mayor Len Brown says he's sad to hear of the passing of Mark Ford who gave many years of service to the city.				✓
13/10/2014	New Zealand Herald	Long-serving Watercare head Mark Ford dies	Mark Ford, the long-serving chief executive of Watercare, has died. He was first appointed chief executive of the council water company in 1994, but stepped down last month due to health reasons. Watercare Board chairman David Clark said Mr Ford had "an exceptional knowledge of the water industry and under his stewardship the company has become recognised globally as an example of best practice in the provision of water supply and wastewater services". Mr Ford led Watercare for two decades, apart from an 18-month stint heading the agency that set up the Super City structure.				✓

Management Report – Media Analysis Goal Seven: Public Perception			WATERCARE SERVICES LIMITED			Oct-14
13/10/2014	Congoo.com	Long-serving Watercare head Mark Ford dies	Mark Ford, the long-serving chief executive of Watercare, has died. He was first appointed chief executive of the council water company in 1994, but stepped down last month due to health reasons. Watercare Board chairman David Clark said Mr Ford had "an exceptional knowledge of the water industry and under his stewardship the company has become recognised globally as an example of best practice in the provision of water supply and wastewater services". Mr Ford led Watercare for two decades, apart from an 18-month stint heading the agency that set up the Super City structure			✓
13/10/2014	Radio LIVE (online)		The architect of Auckland as a Super City - Mark Ford - has died. He was chair of the Auckland Transition Agency and past CEO of Watercare.			✓
13/10/2014	3news.co.nz	NZ businessman Mark Ford dies	The architect of Auckland as a super city, Mark Ford, has died. Mr Ford was chair of the Auckland Transition Agency and also served as chief executive of the city's Watercare services. He stepped down as chairman of Solid Energy earlier this year because of poor health, vand from Watercare last month. Auckland Mayor Len Brown has tweeted of his sorrow over Mr Ford's death, saying his thoughts were with his family.			✓
13/10/2014	National Business Review	Auckland businessman Mark Ford dies	Auckland businessman Mark Ford has died after serious illness. Auckland mayor Len Brown confirmed Mr Ford's passing this morning in a tweet acknowledging his years of service to Auckland. Mr Ford was chief executive of Watercare but stood down recently because of illness after being appointed in 1994.			✓
13/10/2014	TVNZ (online)	Tributes to leading businessman Mark Ford	Tributes are being paid to businessman Mark Ford, a former chairman of Solid Energy and chief executive of Watercare, who died today. Mr Ford lost a long battle with illness, Fairfax reports. bAuckland Mayor Len Brown tweeted this afternoon, saying he was sad to hear of Mark Ford's death.			✓
13/10/2014	Radio New Zealand (online)	Businessman Mark Ford dies	Mark Ford, the former chief executive of Auckland's water company and past chair of state-owned Solid Energy, has died after a long illness. Mr Ford had been a leading figure in local government for two decades, and in recent years also took on roles chairing the troubled Solid Energy and overseeing the infrastructure rebuild in Christchurch.			✓
13/10/2014	Scoop.co.nz	Tributes flow to Auckland businessman Mark Ford	Watercare chairman David Clarke has paid tribute to the company's former chief executive, Mark Ford, who died earlier today after serious illness. Ford stood down in mid-September from the chief executive role due to his illness and also as chairman of Solid Energy in March for the same reason. Clarke said Ford's leadership had left Watercare well-placed to meet the challenge of providing outstanding and affordable water and wastewater services to all Aucklanders now and in the future			✓
13/10/2014	Yahoo.co.nz	Tributes flow to Auckland businessman Mark Ford	Watercare chairman David Clarke has paid tribute to the company's former chief executive, Mark Ford, who died earlier today after serious illness. Ford stood down in mid-September from the chief executive role due to his illness and also as chairman of Solid Energy in March for the same reason. Clarke said Ford's leadership had left Watercare well-placed to meet the challenge of providing outstanding and affordable water and wastewater services to all Aucklanders now and in the future			✓
13/10/2014	NZCity.co.nz	Businessman Mark Ford dies	Tributes are flowing for Mark Ford who leaves a legacy involving creating Auckland's Super City, rebuilding Christchurch and chairing Solid Energy. Former Solid Energy chairman and Watercare chief executive Mark Ford has died. Tributes are flowing for Mr Ford who died on Monday after a serious illness. He stood down from Solid Energy in March and Watercare in mid-September due to his illness.			✓
13/10/2014 6:30pm	Newstalk ZB		New Zealand Herald columnist Fran O'Sullivan discusses the sudden death of former Watercare CEO Mark Ford due to a brain tumour. She comments on the contributions he made to Solid Energy and the Stronger Christchurch Infrastructure Rebuild Team.			✓
14/10/2014	New Zealand Herald	Auckland city's 'fixer', Mark Ford, leaves major legacy behind him	Tributes flow as former Watercare chief Mark Ford loses long battle with illness. Mark Ford, who has quietly and efficiently been responsible for ensuring Aucklanders have high-quality water and wastewater disposal, has lost a long battle with illness. He died yesterday, aged 64. For the best part of 20 years, Mr Ford led Watercare Services where he oversaw the \$500 million expansion of the Mangere wastewater treatment plant, the \$130 million Waikato River project and the replacing of the ageing sewer pipe across Hobson Bay.			✓
14/10/2014	The Press	Tributes flow for scirt boss	Businessman Mark Ford, a leader of the Stronger Christchurch Infrastructure Team (Scirt), was a strategic thinker who made a difference to the rebuild, a former colleague says. Ford, who lost a long battle with illness yesterday, was a chairman of the client governance group and later the horizontal infrastructure governance group. He oversaw the Crown and Christchurch City Council repair of earthquake-damaged infrastructure such as roads, bridges and underground pipes in Christchurch.			✓
14/10/2014 7:02am	Newstalk ZB		Two dams in the Hunua Ranges were shut down for four months this year after toxic herbicide made its way into supply lakes.			✓
14/10/2014 7:42am	Radio New Zealand		Two reservoirs which normally supply 20 percent of Auckland's water supply were closed from May to September this year, after traces of a toxic herbicide were found in the dams' supply lakes. Interview John Redwood			✓
14/10/2014	New Zealand Herald	Weed killer closes dams: Herbicide found in Auckalnd's water-supply lakes	Two lakes supplying Auckland closed for four months after herbicide run-off found. Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday.			✓
14/10/2014	Whoar.co.nz	Weed killer closes dams: Herbicide found in Auckalnd's water-supply lakes	". Auckland Council was told of the incident -- but both the council and Watercare Services kept it quiet from the public -- until a whistleblower contacted the Herald yesterday." (cont.) go to source/story>>> Weed killer closes dams: Herbicide found in Auckland's water-supply lakes – National – NZ Herald News.			✓



Management Report – Media Analysis			WATERCARE SERVICES LIMITED			Oct-14
Goal Seven: Public Perception						
14/10/2014	Newstalk ZB (online)	Toxic herbicide contamination forces dams to shut down	Watercare Services says no contaminated water got into Auckland's system due to extra monitoring which was in place because of the spraying. However traces of the herbicide were detected in the Waioa and Cosseys lakes, forcing the shutdown. Coincidentally, Auckland Council has just approved the use of aerial 1080 in the Hunuas. That approval's been given on the <u>condition care is taken not to drop near the lakes</u>			✓
14/10/2014	Yahoo.co.nz	Toxic herbicide contamination forces dams to shut down	Watercare Services says no contaminated water got into Auckland's system due to extra monitoring which was in place because of the spraying. However traces of the herbicide were detected in the Waioa and Cosseys lakes, forcing the shutdown. Coincidentally, Auckland Council has just approved the use of aerial 1080 in the Hunuas. That approval's been given on the <u>condition care is taken not to drop near the lakes</u>			✓
14/10/2014	Yahoo.co.nz	Watercare defends Akid dam closures	Watercare has defended a decision not to tell Aucklanders two large dams in the Hunua Ranges had been closed following a toxic chemical leak... Watercare spokesman John Redwood says it was the right course of action not to tell the public. "There was absolutely no risk to public health at any time," he told Radio New Zealand on Tuesday. He said an independent water quality scientist, UK-based Colin Fricker, observed the process and agreed there there was no chance any of the affected water could <u>have drained into the water supply</u> .		✓	
14/10/2014	NZCity.co.nz	Watercare defends Akid dam closures	Watercare has defended a decision not to tell Aucklanders two large dams in the Hunua Ranges had been closed following a toxic chemical leak... Watercare spokesman John Redwood says it was the right course of action not to tell the public. "There was absolutely no risk to public health at any time," he told Radio New Zealand on Tuesday. He said an independent water quality scientist, UK-based Colin Fricker, observed the process and agreed there there was no chance any of the affected water could <u>have drained into the water supply</u> .		✓	
14/10/2014	3news.co.nz	Watercare defends decision to keep toxic dams secret	Watercare has defended a decision not to tell Aucklanders two large dams in the Hunua Ranges had been closed following a toxic chemical leak. The agency shut the Cosseys and Waioa dams for four months from May after traces of the toxic herbicide metsulfuron-methyl sprayed on nearby forestry blocks seeped into the dams' supply lakes. Auckland Council was alerted to the closure but it was not publicly known until the information was leaked to media yesterday. Watercare spokesman John Redwood says it was the right course of action not to tell the public. "There was absolutely no risk to public health at any time," he told Radio New Zealand today.		✓	
14/10/2014	Otago Daily Times	Weed killer shuts city water dams	Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday.			✓
14/10/2014	Stuff.co.nz	Toxins found in Auckland lakes	Auckland Council will review its reporting procedures after it was revealed the public wasn't told a toxic herbicide had got into two reservoir lakes. The move comes after it emerged Auckland water supplier Watercare did not tell the public the reservoirs - lakes Cossey and Waioa in the Hunua Ranges south of Auckland - were closed for five months this year after traces of the herbicide were found...	Auckland draws about 20 per cent of its water supply from the lakes but Watercare communications manager John Redwood said there was never any chance of the toxin infiltrating the supply because it was at a different end of the catchment and there was a testing scheme in place to ensure the supply wasn't contaminated. Redwood said Auckland Council was alerted to the problem but the public was never told and given "exactly the same set of circumstances" <u>they would "probably make the same decision"</u> .		✓
14/10/2014	Waikato Times	Toxins found in Auckland lakes	Auckland Council will review its reporting procedures after it was revealed the public wasn't told a toxic herbicide had got into two reservoir lakes. The move comes after it emerged Auckland water supplier Watercare did not tell the public the reservoirs - lakes Cossey and Waioa in the Hunua Ranges south of Auckland - were closed for five months this year after traces of the herbicide were found...	Auckland draws about 20 per cent of its water supply from the lakes but Watercare communications manager John Redwood said there was never any chance of the toxin infiltrating the supply because it was at a different end of the catchment and there was a testing scheme in place to ensure the supply wasn't contaminated. Redwood said Auckland Council was alerted to the problem but the public was never told and given "exactly the same set of circumstances" <u>they would "probably make the same decision"</u> .		✓
14/10/2014	Timaru Herald	Toxins found in Auckland lakes	Auckland Council will review its reporting procedures after it was revealed the public wasn't told a toxic herbicide had got into two reservoir lakes. The move comes after it emerged Auckland water supplier Watercare did not tell the public the reservoirs - lakes Cossey and Waioa in the Hunua Ranges south of Auckland - were closed for five months this year after traces of the herbicide were found...	Auckland draws about 20 per cent of its water supply from the lakes but Watercare communications manager John Redwood said there was never any chance of the toxin infiltrating the supply because it was at a different end of the catchment and there was a testing scheme in place to ensure the supply wasn't contaminated. Redwood said Auckland Council was alerted to the problem but the public was never told and given "exactly the same set of circumstances" <u>they would "probably make the same decision"</u> .		✓
14/10/2014	Southland Times	Toxins found in Auckland lakes	Auckland Council will review its reporting procedures after it was revealed the public wasn't told a toxic herbicide had got into two reservoir lakes. The move comes after it emerged Auckland water supplier Watercare did not tell the public the reservoirs - lakes Cossey and Waioa in the Hunua Ranges south of Auckland - were closed for five months this year after traces of the herbicide were found...	Auckland draws about 20 per cent of its water supply from the lakes but Watercare communications manager John Redwood said there was never any chance of the toxin infiltrating the supply because it was at a different end of the catchment and there was a testing scheme in place to ensure the supply wasn't contaminated. Redwood said Auckland Council was alerted to the problem but the public was never told and given "exactly the same set of circumstances" <u>they would "probably make the same decision"</u> .		✓
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14/10/2014	Radio New Zealand (online)	Public not told about herbicide in water	The public did not need to know that herbicides leached into dams which supply 20 percent of Auckland's water, the organisation which manages region's water supply says...	But Auckland councillor Cathy Casey said she was appalled by the decision to keep it quiet."I am very disappointed. In fact, I'm outraged that I, as an Auckland councillor, did not know that in May two of our dams in the Hunua Ranges were closed due to a herbicide contamination. "They were closed for four months. Why do I not know that? That's the question I have today asked the chief executive."		✓
14/10/2014	Yahoo.com	Water supply safe, reporting process under review - Council	Watercare's decision to close two water supply lakes in the Hunua Ranges in May 2014 after traces of herbicide (metsulfuron-methyl) were detected has been the subject of media reports this morning. Auckland Council CE Stephen Town is confident public safety was never at risk but is reviewing the reporting procedures <u>around potential drinking water contamination</u> .			✓
14/10/2014	Scoop.co.nz	Water supply safe, reporting process under review - Council	Watercare's decision to close two water supply lakes in the Hunua Ranges in May 2014 after traces of herbicide (metsulfuron-methyl) were detected has been the subject of media reports this morning. Auckland Council CE Stephen Town is confident public safety was never at risk but is reviewing the reporting procedures <u>around potential drinking water contamination</u> .			✓

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Goal Seven: Public Perception						
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14/10/2014	news.nzchinese.com	Water supply safe, reporting process under review - Council	Watercare's decision to close two water supply lakes in the Hunua Ranges in May 2014 after traces of herbicide (metsulfuron-methyl) were detected has been the subject of media reports this morning. Auckland Council CE Stephen Town is confident public safety was never at risk but is reviewing the reporting procedures around potential drinking water contamination.			✓
14/10/2014	Yahoo.com	Council reviews reporting after dam leak	Auckland Council will review its reporting procedures following criticism over a decision not to tell Aucklanders two water supply dams had been contaminated with herbicide... Watercare has defended its decision not to inform Auckland residents of the step, with spokesman John Redwood saying that it was unnecessary as there was "absolutely no risk to public health".			✓
14/10/2014	TVNZ (online)	Public kept in the dark after Auckland dams contaminated with weed killer	Auckland Council will review its reporting procedures following criticism over a decision not to tell Aucklanders two water supply dams had been contaminated with herbicide. Two dams in the Hunua Ranges, the Cosseys and the Wairoa, were shut for four months from May after traces of the toxic herbicide metsulfuron-methyl were found.			✓
14/10/2014	3 News	Auckland Council not told about contaminated dams	[VIDEO]			✓
14/10/2014	3 News (online)	Auckland Council to review reporting after dam leak	Auckland Council will review its reporting procedures following criticism over a decision not to tell Aucklanders two water supply dams had been contaminated with herbicide. Two dams in the Hunua Ranges, the Cosseys and the Wairoa, were shut for four months from May after traces of the toxic herbicide metsulfuron-methyl were found. The chemical had been sprayed on neighbouring forestry blocks but washed into the dams in heavy rain two days later. The closures only became public following a leak to the media.			✓
14/10/2014	Newstalk ZB	Auckland Council confident in water supplies	Auckland Council is confident there was never any risk to the public when Watercare closed two water supply lakes in the Hunua Ranges in May after traces of herbicide were detected.		✓	
14/10/2014	Yahoo.com	Auckland Council confident in water supplies	Auckland Council is confident there was never any risk to the public when Watercare closed two water supply lakes in the Hunua Ranges in May after traces of herbicide were detected.		✓	
14/10/2014 7:41am	Radio New Zealand		Two reservoirs contaminated with a toxic herbicide in Auckland have been closed from May to September this year, but the public were not informed of the decision. Watercare spokesperson John Redwood explains how the contamination occurred, and he explains 'we were aware of it immediately'. Redwood explains that the water supply was closed off as soon as contaminated test results were attained, and it was 'not possible' for the water to have reached the extraction point before this. He asserts that there was 'no risk to public health at any time', and this has been backed by independent water scientist Colin Fracker.		✓	
14/10/2014 8:40am	Newstalk ZB		McIvor talks about Auckland Council's decision to approve 1080 drops in the Hunua Ranges. She notes that two dams in the ranges were closed earlier this year after traces of a toxic herbicide made it into the water. McIvor calls Watercare Services 'dumb' for claiming that the absence of any public health risk influenced their decision not to go public with this information.			✓
14/10/2014 9:01am	Radio New Zealand		Watercare has defended its decision to not tell the public that herbicides had leached into two water dams in the Hunua Ranges that supply some of Auckland's water supply, stressing that it did not pose a risk to the public.		✓	
14/10/2014 9:22am	Radio LIVE		Plunket notes that the Ministry for Primary Industries did not wish to name any companies possibly involved in a food contamination case, and adds that the Auckland Council did not public about one of its contaminated water supplies.			✓
14/10/2014 9:24am	Radio LIVE		Caller Ron says Plunket has been 'pretty bloody good' in the aftermath of the election, and applauds his 'intelligent commentary' on the contaminated water supplies in Auckland. Ron installs water tanks and says he has had unreasonable dealings with Watercare in the past. He points out that a large tank might cost a homeowner under \$3000, and this would create a personal home supply.			✓
14/10/2014 9:28am	Radio LIVE		Caller Steve says he still pays a lot in water rates despite providing his own supply. He thinks Watercare 'tries to find additional charges for you' if you attempt to leave the main water grid. This piques Plunket's interest and Steve asserts that Auckland City Council [sic] is the only 'winner' in the situation.			✓
14/10/2014 10:10am	Radio LIVE		Caller Kurt insists that the council in Auckland is running as a business now. Plunket mentions reports that council-owned water companies are making it difficult for people to gather and use their own water.			✓
14/10/2014 10:15am	Radio LIVE		Plunket says Watercare Services Limited, the council, and the Ministry for Primary Industries have not put out statements.			✓
14/10/2014 11:02am	Radio New Zealand		Watercare Services spokesperson John Redwood says the public did not need to know that herbicides had leached into two Hunua Ranges dams that supply 20% of Auckland's water supply.			✓
14/10/2014 12:02pm	Radio LIVE		Watercare is confident that Auckland's water supply is safe after traces of herbicides were found in two water dams in the Hunua Ranges.		✓	
14/10/2014 2:01pm	Radio New Zealand		Auckland Council chief executive Stephen Town says a review will be launched over the decision to alert the public to a toxic herbicide contamination in the Hunua Ranges dam.			✓

14/10/2014 2:02pm	Radio LIVE		Auckland Council has revealed that there was an issue with weedkiller contaminating water in some areas, though questions have been raised about how long it took for this to be revealed. Council CEO Stephen Towns explains that there was 'absolutely no public health concern', and supports the decision by Watercare to manage water supply and reservoirs in this way. He notes that disclosure procedures will be reviewed, before explaining the reporting process that occurred in this instance. Towns explains how the review will be undertaken, stating that it will consider whether public interest issues were sufficiently considered. He is confident that the issue was managed 'very well'. Garner wonders how listeners feel about this, and complains about the various actions of councils that frustrate him. He complains that councils consider 'learnings' after such incidents, rather than undertaking regulatory actions.				✓
14/10/2014 5:36pm	Prime		Watercare has maintained that Auckland's water supply has not been threatened following the discovery of a toxic herbicide.				✓
14/10/2014 5:37pm	Radio New Zealand		Auckland Council has been censured for failing to tell the public that two water reservoirs have been closed for a few months this year following herbicide contamination. Councillor Cathy Casey is 'outraged' that councillors were not made aware of this, and council CEO Stephen Town says no risk was posed to the public. Mora presses Town as to whether the public should have been privy to this information but he states it was not 'a notifiable event'. Mora asserts that the review into the matter would never have been considered had someone not leaked the information.				✓
14/10/2014 6:04pm	Radio New Zealand		Auckland Council is hopeful a review into its decision to not disclose a herbicide contamination of the city's water supply will restore public confidence.				✓
14/10/2014 10:11pm	Radio New Zealand		Auckland Councillor Cathy Casey is angered that the public was not warned about the contamination of dams in the Hunua Ranges by herbicides.				✓
14/10/2014	Hawkes Bay Today	Ford remembered	Watercare chairman David Clarke has paid tribute to the company's former chief executive, Mark Ford, who died earlier yesterday after serious illness. Ford stood down in mid-September from the chief executive role due to his illness and also as chairman of Solid Energy in March for the same reason. "Mark leaves a significant legacy of achievement, both at Watercare and in the broader business community," Clarke said.				✓
14/10/2014	The News - Westport	Former SE chairman dies	The man appointed by the Government to chair Solid Energy after it struck financial trouble has died. Mark Ford lost a long battle with illness yesterday.				✓
14/10/2014	Greymouth Evening Star	Weedkiller shuts dams	Two dams in the Hunua Ranges which supply about 20% of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistle blower contacted the New Zealand Herald yesterday.				✓
14/10/2014	Auckland Council	Water supply safe, reporting process under review	Watercare's decision to close two water supply lakes in the Hunua Ranges in May 2014 after traces of herbicide (metsulfuron-methyl) were detected has been the subject of media reports this morning. Auckland Council CE Stephen Town is confident public safety was never at risk but is reviewing the reporting procedures around potential drinking water contamination.				✓
14/10/2014	Gisborne Herald	Brown pays tribute to Watercare boss	Long-serving Watercare chief executive Mark Ford has died. He was first appointed chief executive of the council water company in 1994, but stepped down last month due to health issues.				✓
14/10/2014	Gisborne Herald	Weed killer shuts city dams	Two dams in the Hunua Ranges which supply about 20 percent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistle blower contacted the New Zealand Herald yesterday.				✓
15/10/2014	Gisborne Herald	Chief not told about lake contamination	Auckland Council's chief executive was kept in the dark over the chemical contamination of lakes that supply the region with water in May. Watercare closed two dams in the Hunua Ranges for four months until the water was safe to use. Stephen Town has announced a review to ensure no more unwelcome surprises from council-controlled bodies.				✓
15/10/2014	New Zealand Herald	Review to probe secrecy on dams	Council's chief says public safety was never threatened ... but reporting procedures must be examined. A review into how the public and local politicians were kept in the dark about a herbicide scare that closed two Hunua Ranges dams feeding Auckland's water supply has begun. Auckland Council chief executive Stephen Town yesterday backed the actions of Watercare Services to ensure public safety was never at risk after traces of the herbicide metsulfuron-methyl were detected in the dams' water.				✓
15/10/2014	Stuff.co.nz	Big debts: bigger water bills	Council's chief says public safety was never threatened ... but reporting procedures must be examined. A review into how the public and local politicians were kept in the dark about a herbicide scare that closed two Hunua Ranges dams feeding Auckland's water supply has begun. Auckland Council chief executive Stephen Town yesterday backed the actions of Watercare Services to ensure public safety was never at risk after traces of the herbicide metsulfuron-methyl were detected in the dams' water.				✓

15/10/2014	The Press	Big debts: bigger water bills	<p>OPINION: It is probably an annoying habit, but Chalkie can't help it if his first reaction to many statements is 'I wonder if that's true'. Say: 'try some minced cockroach dip, it's delicious on ciabatta', and you can expect scepticism from this direction. Say: 'the average household's water bill has gone down in the last few years' and the reaction will be disbelief and an immediate need for evidence. Chalkie can make the point with confidence because the water bill claim is on page 12 of the new annual report from Watercare, Auckland's public sector water utility. It says the "change in average household's annual water bill" since 2010 varies from minus 70 per cent to plus 5 per cent, depending on whereabouts the house is in the Auckland area. For Chalkie's residential area of North Shore, it says the average bill has declined 10 per cent. The implausibility of this claim led your correspondent to check the facts and guess what? It is not true - or at least, not true in any normal person's understanding of the words "water bill". What Watercare has done is measure only the cost of the water going into your house, conveniently forgetting that it also leaves consumers charged to take it away again.</p>					✓
15/10/2014	Dominion Post	Big debts: bigger water bills	<p>OPINION: It is probably an annoying habit, but Chalkie can't help it if his first reaction to many statements is 'I wonder if that's true'. Say: 'try some minced cockroach dip, it's delicious on ciabatta', and you can expect scepticism from this direction. Say: 'the average household's water bill has gone down in the last few years' and the reaction will be disbelief and an immediate need for evidence. Chalkie can make the point with confidence because the water bill claim is on page 12 of the new annual report from Watercare, Auckland's public sector water utility. It says the "change in average household's annual water bill" since 2010 varies from minus 70 per cent to plus 5 per cent, depending on whereabouts the house is in the Auckland area. For Chalkie's residential area of North Shore, it says the average bill has declined 10 per cent. The implausibility of this claim led your correspondent to check the facts and guess what? It is not true - or at least, not true in any normal person's understanding of the words "water bill". What Watercare has done is measure only the cost of the water going into your house, conveniently forgetting that it also leaves consumers charged to take it away again.</p>					✓
15/10/2014	Taranaki Daily News	Big debts: bigger water bills	<p>OPINION: It is probably an annoying habit, but Chalkie can't help it if his first reaction to many statements is 'I wonder if that's true'. Say: 'try some minced cockroach dip, it's delicious on ciabatta', and you can expect scepticism from this direction. Say: 'the average household's water bill has gone down in the last few years' and the reaction will be disbelief and an immediate need for evidence. Chalkie can make the point with confidence because the water bill claim is on page 12 of the new annual report from Watercare, Auckland's public sector water utility. It says the "change in average household's annual water bill" since 2010 varies from minus 70 per cent to plus 5 per cent, depending on whereabouts the house is in the Auckland area. For Chalkie's residential area of North Shore, it says the average bill has declined 10 per cent. The implausibility of this claim led your correspondent to check the facts and guess what? It is not true - or at least, not true in any normal person's understanding of the words "water bill". What Watercare has done is measure only the cost of the water going into your house, conveniently forgetting that it also leaves consumers charged to take it away again.</p>					✓
15/10/2014	Southland Times	Big debts: bigger water bills	<p>OPINION: It is probably an annoying habit, but Chalkie can't help it if his first reaction to many statements is 'I wonder if that's true'. Say: 'try some minced cockroach dip, it's delicious on ciabatta', and you can expect scepticism from this direction. Say: 'the average household's water bill has gone down in the last few years' and the reaction will be disbelief and an immediate need for evidence. Chalkie can make the point with confidence because the water bill claim is on page 12 of the new annual report from Watercare, Auckland's public sector water utility. It says the "change in average household's annual water bill" since 2010 varies from minus 70 per cent to plus 5 per cent, depending on whereabouts the house is in the Auckland area. For Chalkie's residential area of North Shore, it says the average bill has declined 10 per cent. The implausibility of this claim led your correspondent to check the facts and guess what? It is not true - or at least, not true in any normal person's understanding of the words "water bill". What Watercare has done is measure only the cost of the water going into your house, conveniently forgetting that it also leaves consumers charged to take it away again.</p>					✓
15/10/2014	Manawatu Standard	Big debts: bigger water bills	<p>OPINION: It is probably an annoying habit, but Chalkie can't help it if his first reaction to many statements is 'I wonder if that's true'. Say: 'try some minced cockroach dip, it's delicious on ciabatta', and you can expect scepticism from this direction. Say: 'the average household's water bill has gone down in the last few years' and the reaction will be disbelief and an immediate need for evidence. Chalkie can make the point with confidence because the water bill claim is on page 12 of the new annual report from Watercare, Auckland's public sector water utility. It says the "change in average household's annual water bill" since 2010 varies from minus 70 per cent to plus 5 per cent, depending on whereabouts the house is in the Auckland area. For Chalkie's residential area of North Shore, it says the average bill has declined 10 per cent. The implausibility of this claim led your correspondent to check the facts and guess what? It is not true - or at least, not true in any normal person's understanding of the words "water bill". What Watercare has done is measure only the cost of the water going into your house, conveniently forgetting that it also leaves consumers charged to take it away again.</p>					✓

Management Report – Media Analysis Goal Seven: Public Perception			WATERCARE SERVICES LIMITED			Oct-14
15/10/2014	Bay of Plenty Times	Auckland water herbicide scare probed	A review into how the public and local politicians were kept in the dark about a herbicide scare that closed two Hunua Ranges dams feeding Auckland's water supply has begun. Auckland Council chief executive Stephen Town yesterday backed the actions of Watercare Services to ensure public safety was never at risk after traces of the herbicide metsulfuron-methyl were detected in the dams' water. "I am confident that proper safety procedures were in place and were followed by the parties concerned," he said. But Mr Town acknowledged concerns that the public and councillors were not informed about the incident. Councillor Mike Lee wondered if there was something in the water causing a culture of <del>secrecy</del>			✓
15/10/2014 8.01am	3 News	Council: Watercare 'did everything right'	Auckland Council chief executive Stephen Town says Watercare "did everything right" when it closed two dams supplying the city's water in May without telling the council. The council-controlled organisation shut down the dams, located in the Hunua Ranges, for nearly four months after traces of toxic herbicide metsulfuron-methyl were found on May 15. Yesterday Mr Town said he was surprised neither he, nor councillors, were told about the problem until much later. Councillor Cathy Casey said she was "absolutely outraged" at the lack of communication. But today Mr Town said <del>Watercare followed correct procedure</del>			✓
15/10/2014	Scoop.co.nz	Council: Watercare 'did everything right'	Auckland Council chief executive Stephen Town says Watercare "did everything right" when it closed two dams supplying the city's water in May without telling the council. The council-controlled organisation shut down the dams, located in the Hunua Ranges, for nearly four months after traces of toxic herbicide metsulfuron-methyl were found on May 15. Yesterday Mr Town said he was surprised neither he, nor councillors, were told about the problem until much later. Councillor Cathy Casey said she was "absolutely outraged" at the lack of communication. But today Mr Town said <del>Watercare followed correct procedure</del>			✓
15/10/2014	Sciencemediacentre.co.nz	Weed killer found in Auckland's water supply lakes	Traces of the weed killer metsulfuron-methyl were detected in dams that supply 20 per cent of Auckland's water, causing them to be closed from May to September this year. The herbicide had been sprayed on forestry blocks near to the dams in the Hunua Ranges and, after unexpected heavy rain, leached into the water. Watercare Services, the Auckland water supplier responsible for the dams, noted that the level of contamination posed no risk to human health. Watercare Services notified the Auckland Council, but the public was not informed of the incident. Auckland Council's reporting procedures are now being reviewed.			✓
15/10/2014 7:45am	95bFM		Auckland deputy mayor Penny Hulse comments on the Auckland Council's 1080 drop on the Hunua Ranges, and blames the explosion in rat, possum and stoat numbers for the necessity of the drop. Hulse has received advice that the drop will not affect Auckland's water supply. She says information about a dam being closed on the Hunua River being closed because of herbicide poisoning should have been made public but fully supports the decision to close it. She differentiates this situation from the 1080 drop because 1080 drops are a different form of application as they can be controlled and are weather dependant. Hulse asserts the Auckland Council are working 'pretty damned hard' on its relationship with central Government.			✓
15/10/2014 6:29pm	3 News		Mike McRoberts: We'd like to clarify last night's story about raised levels of herbicide in two Auckland lakes. At the time we said no one at Watercare had informed Auckland Council about the decision to close the dams in the Hunua Ranges. We've since learned that Watercare did in fact inform council officials at the time.			✓
15/10/2014	Papakura Courier	Reservoirs safe says council	Public safety was never at risk from herbicide found in water-supply lakes in the Hunua Ranges, Auckland Council says. Supplier Watercare closed the two reservoirs – lakes Cossey and Waiora – in May for five months after traces of the herbicide metsulfuron-methyl used to kill grass and weeds were detected.			✓
15/10/2014	Daily News, New Plymouth	Contamination closes reservoirs	Auckland water supplier Watercare insists it was right in not reporting that two reservoir lakes were closed after traces of a toxic herbicide was found. Lakes Cossey and Waiora in the Hunua Ranges south of Auckland were closed between May and September this year after spray runoff from a nearby forestry block was washed into the reservoirs after unexpected heavy rain.			✓
16/10/2014	Stuff.co.nz	Gas leak in Auckland suburb	A gas leak in an Auckland suburb this morning is being brought under control. Emergency services were called out to Long Drive in St Heliers at 8.30am after Watercare contractors struck one of Vector's gas pipes, a Vector spokeswoman said. A spokesman for the Fire Service said crews were at the scene straight away. "The gas main had been cut so our people needed to clamp the line to stop the leak."			✓
16/10/2014	Timaru Herald	Gas leak in Auckland suburb	A gas leak in an Auckland suburb this morning is being brought under control. Emergency services were called out to Long Drive in St Heliers at 8.30am after Watercare contractors struck one of Vector's gas pipes, a Vector spokeswoman said. A spokesman for the Fire Service said crews were at the scene straight away. "The gas main had been cut so our people needed to clamp the line to stop the leak."			✓
16/10/2014	Waikato Times	Gas leak in Auckland suburb	A gas leak in an Auckland suburb this morning is being brought under control. Emergency services were called out to Long Drive in St Heliers at 8.30am after Watercare contractors struck one of Vector's gas pipes, a Vector spokeswoman said. A spokesman for the Fire Service said crews were at the scene straight away. "The gas main had been cut so our people needed to clamp the line to stop the leak."			✓
16/10/2014	Stuff.co.nz	Visionary' Mark Ford farewellled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.			✓

16/10/2014	Dominion Post	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Taranaki Daily News	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Manawatu Standard	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Timaru Herald	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Southland Times	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Waikato Times	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	The Press	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Congoo.com	Visionary' Mark Ford farewelled	About 400 people, including past and present mayors, turned out today to farewell Mark Ford, former head of Auckland's Watercare Services and part of the creation of Auckland's super city. The former chief executive of Auckland's Watercare Services died on Monday after a long battle with cancer. Ford, 64, had also played major roles in the creation of the Auckland super-city, the Christchurch rebuild and Solid Energy. Family friend Peter Gaskin told mourners at Holy Trinity Cathedral that Ford was a visionary who provided strong leadership for the city. "Mark leaves a legacy not only from service to Auckland but to New Zealand," he said.				✓
16/10/2014	Manukau Courier	Public safety not put at risk by reservoirs says council	Public safety was never at risk from herbicide found in water-supply lakes in the Hunua Ranges, Auckland Council says. Supplier Watercare closed the two reservoirs – lakes Cossey and Waiora – in May for five months after traces of the herbicide metsulfuron-methyl used to kill grass and weeds were detected.				✓
17/10/2014	Pohutakawa Coast Times	Cleaning up the beaches	Beachlands resident Owen Ferguson is a volunteer with the Watercare Harbour Clean-up Trust and last week the trust's barge, the Phil Warren II, was on the Pohutakawa Coast picking up rubbish... The Trust is sponsored principally by Watercare Services Limited. Since the Trust was established, the Harbour Clean-Up crew has collected 3.5 million litres of litter – enough to fill 117 shipping containers.				✓
17/10/2014	Devonport Flagstaff	Reguge removed suddenly	Inexplicably, a pedestrian refuge located on Lake Road at the junction of Seabreeze Road has been removed... Why was this decision made? Was it based on any survey or public consultation? The dangerous situation now requires pedestrians who wish to use the pavement side of Lake Road or to go down Seabreeze Road to dash across on the rare occasions an opportunity presents. Francis George Crook, An Auckland Transport spokesman said the refuge was removed by Watercare doing maintenance work and it would be reinstated.				✓

Management Report – Media Analysis Goal Seven: Public Perception			WATERCARE SERVICES LIMITED			Oct-14
19/10/2014	Herald on Sunday	Paul Little: Lettuce pray for safe fresh veges	Why hide the story? Watercare's Wairoa Dam... If there's one thing we hope to consume with total confidence it's water, so it raised an eyebrow or two to learn that a couple of Auckland's main water sources, Lakes Cossey and Wairoa, had been out of action because they were found to contain traces of metsulfuron-methyl, which, as the name suggests, isn't good for you. It probably wasn't that serious. The lakes were closed for only five months and Watercare, which Aucklanders pay to look after our water, has said there was never a risk to our health. So you have to wonder why it was kept a secret rather than used as an opportunity to show us how well our interests are being protected... Individually, these three episodes are bad enough. But collectively, they show the workings of a cover-up culture that, we have recently learned, is Government policy.			✓
20/10/2014	wwtonline.edie.net	Mott MacDonald wins £31M expansion WwTW project in New Zealand	Mott MacDonald is to design the NZ\$63 million (£31M) expansion of Rosedale wastewater treatment plant in Auckland, New Zealand, having been appointed by Watercare Services. The project, due for completion in 2019, is one of a series being developed to cater for the anticipated population growth on Auckland's North Shore. The expansion of Rosedale includes a new 3km pipeline and pump station, an additional primary sedimentation tank, digester and feed tank system and a modified Ludzack Ettinger reactor to treat wastewater. A visitor centre and administration complex will also be constructed to provide an increased level of service.			✓
20/10/2014	Theconstructionindecouk	Mott MacDonald picked for NZ wastewater plant	Watercare Services has appointed Mott MacDonald to design the NZ\$63m (£30m) expansion of Rosedale wastewater treatment plant in Auckland, New Zealand...	The project is one of a series being developed to cater for the anticipated population growth on Auckland's North Shore. Watercare is the local government-owned organisation that owns and operates Auckland's water and wastewater infrastructure. The expansion of Rosedale includes a new 3km pipeline and pump station, an additional primary sedimentation tank, digester and feed tank system and a modified Ludzack Ettinger reactor to treat wastewater.		✓
21/10/2014	Waiuku and Districts Post	No risk to water supply	Watercare's decision to close two water supply lakes in the Hunua Ranges in May 2014 after traces of herbicide (metsulfuron-methyl) were detected has been the subject of media reports last week. Auckland Council CE Stephen Town is confident public safety was never at risk but is reviewing the reporting procedures around potential drinking water contamination.			✓
21/10/2014	iwapublishing.com	NEW ZEALAND: Council head recants criticism of utility	Auckland Council chief executive Stephen Town has retracted his criticism of service provider Watercare's decision not to tell the council that it had closed two dams supplying the city in May. He told local media that the utility 'did everything right', adding: 'They've got a very secure and robust testing regime for our water supply, so Aucklanders can always have complete confidence that the water is safe. And once I understood that, it was no surprise to me that I hadn't been notified.' He added that the level of contamination was so low that Watercare was not required to inform the health officer.			✓
21/10/2014	Manukau Courier	NEW ZEALAND: Mott Mac wins Auckland wastewater expansion contract	Mott MacDonald has been appointed by Watercare Services to design the NZ\$63 million (\$50.1 million) expansion of Auckland's Rosedale wastewater treatment plant. The project is one of a series being undertaken to cater for anticipated population growth in the city's North Shore. The works include a 3km pipeline, pump station, a primary sedimentation tank, digester, feed tank system and a modified reactor, as well as a visitor centre and administration complex.			✓
22/10/2014	Constructionnews.com	New Zealand wastewater project given to Mott MacDonald	The Rosedale wastewater treatment facility located in Auckland, New Zealand is due for significant expansion works. Watercare Services have now appointed global engineering management and development consultancy Mott MacDonald to handle the design aspect of the project. The planned expansion of the Rosedale wastewater plant is a project of considerable scale, with a price tag of NZ\$63 million (approx. £30 million) attached. It is part of a series of infrastructure development projects planned for the North Shore of Auckland.			✓
22/10/2014	Papakura Courier	Hunter damns park poison	AVID hunter Mike Tasker reckons trapping is the answer to the Hunua Ranges pest problem, not 1080...	Council parks, sports and recreation manager Mace Ward says the council will work with Watercare to develop protocols, which could include no-fly zones over water reservoirs, and increased water quality monitoring. Last week Watercare came under fire for not telling the public two reservoirs had been closed because of a toxic herbicide contamination.		✓
24/10/2014	LawTalk Magazine	Environmental Law	Jen Vella, Senior Associate at Berry Simons, says her firm's work is wide ranging, from residential development to providing infrastructure like roads, energy generation, including wind farms and geo-thermal plants, water for municipal supply, water and wastewater treatment plants an everything in between...	She has done water take work for Hamilton City and for Watercare in Warkworth (a town on the North Auckland Peninsula) as well as various wastewater treatment plants and water policy development.		✓
24/10/2014	Exporter Magazine	Kiwi firm powers world's mission-critical activities	A fast-growing, yet low profile, New Zealand company prides itself on being the power behind some of the world's most mission-critical activities. Its ability to monitor and manage mega banks of batteries pulled into service almost literally at the drop of a switch in the event of a power outage, is seeing PowerShield growing at around 30% year on year and putting increased effort into R&D...	PowerShield assists Auckland's Watercare with battery monitoring for communications from the urban water reservoirs, and Meridian's wind farms monitor the condition of the batteries and identify any weakness in the battery bank.		✓
27/10/2014	New Zealand Herald	Falling water. The sustainable use of fresh water is proving a challenge, both globally and at home	...Auckland City is in an advantageous position geographically when it comes to receiving a reliable water supply. It sits in a large catchment, experiencing a generous amount of rainfall throughout most of the year. This should provide enough water for the whole region – that is, if it were used sustainably. As far as behaviour, policy and strategy goes, Wayne Walker, chair of the Environment, Climate Change and Natural Heritage Committee at Auckland Council says the city has a long way to go...	In Auckland's situation, Walker is concerned over Watercare's plans to construct an additional pipeline from the Waikato to bolster the city's water supplies. He ventures that Auckland should follow Melbourne's approach, with homes and businesses also being encouraged to exercise more self-sufficiency when it comes to water.		✓
28/10/2014	Stuff.co.nz	How to build a house - step two	Join this family of four as they experience the highs and lows of building a home for the first time...	Where does the water come from? The section had been advertised as coming with all services. When we started doing a little digging however, we discovered the blue pipe that the agent had pointed to as the water supply was in fact, just a blue pipe. No water. Nada. How to make sure the estate agent provided what was advertised on the tin? Get REAA involved. As if by magic, a cheque from the estate agent appeared, and water was hooked up by Watercare. Yay.		✓
28/10/2014	Manukau Courier	Hunter damns park poison	AVID hunter Mike Tasker reckons trapping is the answer to the Hunua Ranges pest problem, not 1080... Council parks, sports and recreation manager Mace Ward says the council will work with Watercare to develop protocols, which could include no-fly zones over water reservoirs, and increased water quality monitoring. Last week Watercare came under fire for not telling the public two reservoirs had been closed because of a toxic herbicide contamination.			✓

Management Report – Media Analysis				WATERCARE SERVICES LIMITED		Oct-14		
Goal Seven: Public Perception								
28/10/2014	reaa.govt.nz (Real Estate Agents Authority)	Auckland agents take note: Unauthorised connections to Watercare's network	We have recently received information from Watercare Services Limited that some properties in the Auckland region are being sold with unauthorised connections to its water and wastewater networks. Only Watercare approved contractors may install connections to Watercare's networks...	All licensees marketing new developments and subdivisions in the Auckland region should be aware of the risk of unauthorised connections to the Watercare network and ensure that information they pass on to purchasers regarding water and wastewater connections is accurate.		✓		
29/10/2014	Waikato Times	Water use proposal supported	A cross-council study into the management of water, storm water and sewerage across three districts has won support from two of the councils involved. Waipa and Waikato district councils each committed \$162,500 to the joint venture but is waiting on Hamilton City Council. Hamilton council will meet tomorrow to discuss the proposal and if approved, would cover half the	Waikato District Council will also pay another \$55,000 to investigate the expansion of an existing agreement with Auckland Council's Watercare Services Ltd. "We need to consider all options available to our communities and extending existing partnerships could be a viable option," said Waikato chief executive Gavin Ion.		✓		
29/10/2014	Eastern Courier	Hunter damns park poison	AVID hunter Mike Tasker reckons trapping is the answer to the Hunua Ranges pest problem, not 1080... Council parks, sports and recreation manager Mace Ward says the council will work with Watercare to develop protocols, which could include no-fly zones over water reservoirs, and increased water quality monitoring. Last week Watercare came under fire for not telling the public two reservoirs had been closed because of a toxic herbicide contamination				✓	
30/10/2014	North Shore Times	Letters: Urban renewal	It was with concern that I read that Chris Darby is championing the Urban Renewal Agency on behalf of the council (NST October 17). Whilst there will be benefits to this model, one of the underlying impacts of this proposed change will be to effectively remove opportunities for community consultation in the implementation of the Auckland Unitary Plan...	While the Urban Renewal Agency will remain a council controlled organisation, we have seen only this week with Watercare how little control the council actually has over these bodies.			✓	
31/10/2014	North Shore Times	Drinking water safe council says	Public safety was never at risk from herbicide found in water-supply lakes in the Hunua Ranges, Auckland Council says...	Town says he will review the council's procedures because "there remains a concern about who should have been informed of these events and when, and whether this should have been made public at the time".		✓		
					<b>Totals:</b>	<b>8</b>	<b>78</b>	<b>49</b>
<b>Social media</b>								
Date	Media outlet	Posted by	Link	Content	Positive	Neutral	Negative	
1/10/2014	Facebook	Friends of the Manukau Harbour	<a href="https://www.facebook.com/1458192623/posts/10204399728460794#/FriendsOfTheManukaHarbour/posts/358591107637686">https://www.facebook.com/1458192623/posts/10204399728460794#/FriendsOfTheManukaHarbour/posts/358591107637686</a>	Watercare and Auckland Council keep telling us how clean the Manukau Harbour is and therefore we do not need the 5 year review due this month.... here is the July 2014 report on the state of the harbour....A BIG D and water quality E ..... "Manukau Harbour's water quality has been ranked as 'poor'. This ranking is due to 'poor' water quality found at five sites, while the harbour mouth, Clarks Beach and Grahams Beach were ranked as 'fair'..... and how scientific is this? "the overall ecological health grade for the Manukau harbour remains the same. Very little change was seen at the ten individual sites included previously and the new sites range from 'extremely good' to 'poor'. However, the health grades within the harbour vary greatly, with sites in the wider harbour ranked as 'extremely good' and 'moderate', while sites in tidal arms like Māngere Inlet and Pāhurehure rank as 'unhealthy' "			✓	
<b>Comments</b>			Malcolm Turner	I might make a change in this. I yearn for the day to jump in the harbour from the mangere bridge during a hot summers day.			✓	
			Linlee Stone	Shame on Watercare and Auckland council !!!!!!!			✓	
			Friends of the Manukau Harbour	I think the shame is that an MHRS member approached her local board with misgivings that the Council was not following through with the 5 yearly review in October, so the Board drafted a resolution requesting that the review take place..... Watercare responded ... "The Central Interceptor project and recent appeals have turned the attention of some public groups towards the Mangere Wastewater Treatment Plant. A minority group of residents have used this and the Local Board Plan process to share their concerns via Local Boards" - Isn't this what Local Boards are for Watercare? They look after local concerns - why are you trying to downplay the community concerns?...furthermore they go on to say "...The reports highlight the ongoing improvements in nutrient levels within the harbour. Furthermore, the report by environmental consultants' Coast & Catchment indicates that no water quality parameters have displayed statistically significant trends that would indicate there has been a reduction in harbour water quality."....."Watercare remains strongly committed to maintaining close relationships with our customers. We continue to seek ways to improve our environmental stewardship across the network, and also recognise the spiritual and cultural values of Mana Whenua and the expectations of people who live adjacent to the Manukau harbour. However, based on the environmental monitoring processes in place as well as the currently available results, there is no reasonable justification to subject Watercare to a review of its resource consent. Any such review would be at significant public expense and would not represent value for money. Such an outcome was recognised by Auckland Council in its role as regulator when they declined a similar request from local action groups." SO a D and E in water quality in July are improvements in water quality? The MHRS member that went to her local board lives at a Manukau Beach that is totally unswimmable..... what is underpinning a 4 page letter from Watercare about a concern a member of the public had about water quality, when publicly we are told the water quality is poor and fish and			✓	
			Malcolm Turner	I'm so perplexed. Been living in mangere bridge for 18 years have seen improvements but I'm sure things could be more quickly done rather than wait this long. I think there are other priorities than restoring back to its natural state. Look at what Jenners did last year. The poor local iwi must be traumatized.		✓		



		Friends of the Manukau Harbour	You might be happy, but alot of people are not - some would just like to swim at their beaches like they used to be able to do without raw sewage overflows... Weymouth is so polluted they cant walk in the water.... Beaches over west are often over bacterial guidelines, signs on Puketutu warn of non compliance, no swimming or water sports ....the new Onehunga Beach has a sewage overflow, that overflowed for 2hours in 2009... the manukau harbour has a D/E rating.... it will never get back to a totally natural state but it can still be made clean enough to fish and swim in. The 2009 report by council stated contamination of the fish was the highest in flounder collected from Onehunga and in birds, "lead concentrations were substantially, and significantly, higher in birds from Mangere Inlet". It may be clearer that what it was in the industrial days but by putting in a huge tunnel (the Central Interceptor) to bring central Aucklands waste to be disposed of into the Manukau Harbour on top of what is already going in (& more from the new housing) is wrong - you do not mix wastewater with sewage (the wastewater needs to be recycled) - this is a huge amount of fresh treated water going into a saltwater harbour that has a thriving bird population (some endangered), & some of which fly 1000's of miles to get here to breed & feed - their habitat is being compromised, the shell fish on which they feast on are being compromised and the fish/shellfish we eat are being compromised. Where we swim and play is being compromised. When we see a Manukau Harbour Report card giving the Harbour an A or B, we can then start			✓
		Malcolm Turner	I'm in shock. I've always wanted to know this since 2012. My mom used to be on the community board in the 90's. Now she's the national party candidate for Mangere. What can we do or I?		✓	
		Friends of the Manukau Harbour	Thanks Malcolm - you can join/help the Manukau Harbour Restoration Society - it is only \$10. We need to make sure that the Council and Watercare are working for the people of the Manukau Harbour, we need to get the wharf and Port of Onehunga back in the hands of the community so we can open up the harbour for community use as it once was. Sealink are interested in putting a ferry on the harbour. Once people can get access to the harbour without having to own a boat, they get to see how magnificent it is, and with such an amazing history. You could also attend one of the MHRS meetings, I am sure your mother would find it really interesting as well. Let me know if you are interested and I will PM you the details <a href="http://www.mhrs.org.nz/">http://www.mhrs.org.nz/</a>			✓
		Natalia Radovan	This infuriates me!			✓
2/10/2014	Twitter	Ben Ross	<a href="https://twitter.com/BenRoss_AKL/status/517496419045761026">https://twitter.com/BenRoss_AKL/status/517496419045761026</a>	@JamesIrelandNZ @JessEtheridge ask Watercare if they would drink that "treated" water.		✓
5/10/2014	Twitter	Penny Hulse	<a href="https://twitter.com/PennyHulseWest/status/518673696416731137">https://twitter.com/PennyHulseWest/status/518673696416731137</a>	#AucklandPowerOutage Sitting at Civil Defence briefing Great co operation Police Transport Watercare Vector Vodaphone Health. Getting there.		✓
5/10/2014	Twitter	Don Whiteside	<a href="https://twitter.com/kiwi_iphone_dev/status/518667508232908800">https://twitter.com/kiwi_iphone_dev/status/518667508232908800</a>	"@BR3NDA: Oh shit . in central and east being asked not to rush to flush. 50 Watercare's wastewater pumps without power." - no Dumping!		✓
5/10/2014	Twitter	Boris Sokratov	<a href="https://twitter.com/BorisNewZealand/status/518663821699727360">https://twitter.com/BorisNewZealand/status/518663821699727360</a>	50 sewerage pumping stations without power Watercare asks central Aucklanders to flush slowly - hold it in Central Auckland u can do it.		✓
5/10/2014	Twitter	Hipster Wallace	<a href="https://twitter.com/BR3NDA/status/518661319063400449">https://twitter.com/BR3NDA/status/518661319063400449</a>	Oh shit "@LIVENewsDesk: Aucklanders in central and east being asked not to rush to flush. 50 Watercare's wastewater pumps without power."		✓
5/10/2014	Twitter	Radio LIVE Newsroom	<a href="https://twitter.com/LIVENewsDesk/status/518659540758179841">https://twitter.com/LIVENewsDesk/status/518659540758179841</a>	Aucklanders in central and east being asked not to rush to flush. Power outage has left over 50 Watercare's wastewater pumps without power.		✓
9/10/2014	Whale Oil (blog)		<a href="http://www.whaleoil.co.nz/2014/10/readers-email-housing-auckland/">http://www.whaleoil.co.nz/2014/10/readers-email-housing-auckland/</a>	Yesterday we posted about housing prices and who was to blame for the situation, especially in Auckland. It prompted this email from a reader: Dear Cam, Re: Minimum wage, how about a minimum house price. This whole discussion about housing in Auckland aggravates me because it's not just the RMA, or the availability of land that is ramping up the price of existing homes and discouraging development. It's more the power of the mafia council and its ability to squeeze every last drop out of homebuilders that is the big issue... The council worker also informed us that Watercare would be punching the ticket for up to \$8000 as well. A council spin-off organisation that now collects water rates independent of property rates, they would also need their taste. I rang them to find out why. A brusque South African woman who spoke barely decipherable English, seemed bored with my queries when I explained that I already had water to the property, and sewage away from it. She kept talking about a 'Grolsch' charge. I refused believe I was being asked to pay for an imported beer so I had to ask her to spell it. It turned out to be a 'growth' charge. So what do I get for my eight grand? Five seconds passed. 'Nothing,' she said. Nothing? I asked again. She hung up. Really, she did!		✓
9/10/2014	Facebook	Mark Nyhoff	<a href="https://www.facebook.com/100001262081703/posts/812317472153648">https://www.facebook.com/100001262081703/posts/812317472153648</a>	Auckland Council today voted on using 1080 poison for pest control in the Hunua ranges. A few of us waited patiently through two and half hours of listening to the so called experts from council, doc, watercare and the health department on how good and harmless 1080 is. What a pack of clowns so much bullshit!		✓
10/10/2014	Twitter	Newstalk ZB	<a href="https://twitter.com/NewstalkZB/status/520291138322710528">https://twitter.com/NewstalkZB/status/520291138322710528</a>	Watercare says calls for review completely unjustified <a href="http://www.newstalkzb.co.nz/auckland/news/502258901-Watercare-says-calls-for-review-completely-unjustified">http://www.newstalkzb.co.nz/auckland/news/502258901-Watercare-says-calls-for-review-completely-unjustified</a> ...		✓
10/10/2014	Twitter	Sophie King	<a href="https://twitter.com/King_Soph/status/520409161449078785">https://twitter.com/King_Soph/status/520409161449078785</a>	Talk to site supervisor "We didn't do anything to the water, it was Watercare"		✓
10/10/2014	Twitter	Sophie King	<a href="https://twitter.com/King_Soph/status/520431216038645761">https://twitter.com/King_Soph/status/520431216038645761</a>	Talk to Watercare "Must have been the site workers" Fffffff.		✓
10/10/2014	Twitter	Sophie King	<a href="https://twitter.com/King_Soph/status/520494684150308864">https://twitter.com/King_Soph/status/520494684150308864</a>	ARGHHH Apparently Watercare have been here but no one was home and they checked a tap outside and all is fine with our water. IT'S NOT FINE! 3 hours of labouring and the beautiful bastards at Watercare have restored our water!		✓
Comments		Josie Campbell		@King_Soph I really hope that tweet goes in some kind of monthly feedback report.		✓
		Josie Campbell		@King_Soph Also, today's dramas remind me of the time I was home sick & showering when workmen suddenly removed skylight.		✓
		Sophie King		@josiecampbell I nearly asked for a selfie with them, was so happy! And they proudly showed me the busted pipe that the road workers broke.	✓	
		Sophie King		@josiecampbell Oh dear. That probably went in their monthly report of awkward moments on the job.		✓
13/10/2014	Facebook	Douglas Robin Irwin	<a href="https://www.facebook.com/1667408460/posts/10204086814085104">https://www.facebook.com/1667408460/posts/10204086814085104</a>	A nice guy, but overpaid for for the position he held. Its a monopoly position and certainly doesn't warrant the salary paid.		✓
13/10/2014	Facebook	Ling Ling Liang	<a href="https://www.facebook.com/1152965644/posts/102035575487166539684">https://www.facebook.com/1152965644/posts/102035575487166539684</a>	Long-serving Watercare head Mark Ford dies - Business - NZ Herald News big loose of New Zealand. Businessman Mark Ford dies - ww.stuff.co.nz		✓
13/10/2014	Facebook	Helen Ruston	<a href="https://www.facebook.com/100001391894789/posts/768967053159684">https://www.facebook.com/100001391894789/posts/768967053159684</a>	Sad. Long-serving Watercare head Mark Ford dies - Business - NZ Herald News		✓
13/10/2014	Twitter	NZ Planning News	<a href="https://twitter.com/NZPlanning/status/521551235652927488">https://twitter.com/NZPlanning/status/521551235652927488</a>	Long-serving Watercare head Mark Ford dies: Watercare chairman David Clarke has paid tribute to the company's <a href="http://bit.ly/1Hm2Z7">http://bit.ly/1Hm2Z7</a>		✓
13/10/2014	Twitter	Sophie King	<a href="https://twitter.com/King_Soph/status/521544815536652288">https://twitter.com/King_Soph/status/521544815536652288</a>	So this is the third water pipe that TIL have broken in our street in 3 days. And the third time Watercare has had to come & fix it. Cool	✓	
13/10/2014	Twitter	Weng Yuen Kam (Kam)	<a href="https://twitter.com/kAm_StructurEng/status/521491572806787074">https://twitter.com/kAm_StructurEng/status/521491572806787074</a>	RIP #markford - watercare was a great SOE under your governance. <a href="http://www.stuff.co.nz/business/industries/10611008/Businessman-Mark-Ford-dies">http://www.stuff.co.nz/business/industries/10611008/Businessman-Mark-Ford-dies</a> ...		✓

Management Report – Media Analysis				WATERCARE SERVICES LIMITED		Oct-14
Goal Seven: Public Perception						
13/10/2014	Twitter	Mark Reynolds	<a href="https://twitter.com/MarkSReynolds/status/521490190385160193">https://twitter.com/MarkSReynolds/status/521490190385160193</a>	@familyfirstnz @mayorlenbrown To be fair; a Tweet is just the beginning of a larger news cycle. <a href="http://www.watercare.co.nz/about-watercare/news/Pages/Watercare-Chairman-pays-tribute-to-former-Chief-Executive.aspx">http://www.watercare.co.nz/about-watercare/news/Pages/Watercare-Chairman-pays-tribute-to-former-Chief-Executive.aspx</a> ...		✓
13/10/2014	Twitter	Radio LIVE Newsroom	<a href="https://twitter.com/LIVENewsDesk/status/521478234379001856">https://twitter.com/LIVENewsDesk/status/521478234379001856</a>	The architect of Auckland as a Super City - Mark Ford - has died. He was chair of the Auckland Transition Agency and past CEO of <b>Watercare</b> .		✓
13/10/2014	Twitter	Newstalk ZB	<a href="https://twitter.com/NewstalkZB/status/521471510515822593">https://twitter.com/NewstalkZB/status/521471510515822593</a>	Former Watercare head dies from ill health <a href="http://www.newstalkzb.co.nz/auckland/news/4506064-Former-Watercare-head-dies-from-ill-health">http://www.newstalkzb.co.nz/auckland/news/4506064-Former-Watercare-head-dies-from-ill-health</a> ...		✓
13/10/2014	Twitter	Newstalk ZB	<a href="https://twitter.com/NewstalkZB/status/521471025888784384">https://twitter.com/NewstalkZB/status/521471025888784384</a>	Former Watercare chief executive Mark Ford has died - more soon at <a href="http://newstalkzb.co.nz">http://newstalkzb.co.nz</a>		✓
13/10/2014	Twitter	Jess Etheridge	<a href="https://twitter.com/JessEtheridge/status/521468905202540544">https://twitter.com/JessEtheridge/status/521468905202540544</a>	[Updated] Businessman Mark Ford dies #watercare #auckland <a href="http://www.stuff.co.nz/business/industries/10611008/Businessman-Mark-Ford-dies">http://www.stuff.co.nz/business/industries/10611008/Businessman-Mark-Ford-dies</a> ...		✓
13/10/2014	Twitter	Radio LIVE Newsroom	<a href="https://twitter.com/LIVENewsDesk/status/521466305363206144">https://twitter.com/LIVENewsDesk/status/521466305363206144</a>	The architect of Auckland as a Super City, Mark Ford, has died. Mr Ford quit roles at Solid Energy & Watercare this year owing to ill health		✓
13/10/2014	Twitter	Ben Ross	<a href="https://twitter.com/BenRoss_AKL/status/521462087617220608">https://twitter.com/BenRoss_AKL/status/521462087617220608</a>	Sad news received about former Watercare and Auckland Transport Chief Mark Ford passing away.		✓
13/10/2014	Twitter	Edwin Rogers	<a href="https://twitter.com/edwin_rogers/status/521433023313494016">https://twitter.com/edwin_rogers/status/521433023313494016</a>	Reported a water leak and Watercare Auckland responded pretty much instantly. Responsive, professional and courteous. So, things do work.	✓	
13/10/2014	Twitter	Stuff.co.nz	<a href="https://twitter.com/edwin_rogers/status/521433023313494016">https://twitter.com/edwin_rogers/status/521433023313494016</a>	Businessman Mark Ford dies <a href="http://dlvr.it/7BGsGX">http://dlvr.it/7BGsGX</a>		✓
14/10/2014	Facebook	Fluoride Free NZ	<a href="https://www.facebook.com/128729960477380/posts/970566186293749">https://www.facebook.com/128729960477380/posts/970566186293749</a>	Whistleblower on Auckland's water quality comes forward. Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday. Watercare communications manager John Redwood said the public were not notified because "we were confident there was no risk of water from the lakes being drawn into the supply network at any time". <a href="http://www.nzherald.co.nz/nz/news/article.cfm">http://www.nzherald.co.nz/nz/news/article.cfm</a>		✓
Comments			Delene Mundy-Bennett	and yet they tell us it is totally safe to dump tons of 1080 in the same areas... and that wont get into the water... Just had a flash of an old ad with Mrs Marsh declaring that it really does get in		✓
			Caroline Longville	Really I'm speechless... what is wrong with these people ?? Why don't we mix metsulfuron - methyl(or commonly know as escort) with some 1080 , what a bunch of idiots! My heart breaks for our clean green environment. Does anyone know if we can successfully filter this shit out?		✓
			Monica Budd	You really need a water filter if your on town supply, this happens too often. You can't trust anyone but yourself with you health. Take charge.		✓
			Rob Shaw	how to privatise water? hmmm idk lets poison it		✓
			Thomas Rammo Herzog	All corrupt and just for the money! That will come back to u nice council people!		✓
			Kayla Vearer	wonder how many people were poisoned before they realised - they say the levels were low and of no concern but it obviously wouldn't have been healthy to be drinking it.		✓
14/10/2014	Facebook	Fluoride Free Auckland: Action	<a href="https://www.facebook.com/191309867598382/posts/761883837207646">https://www.facebook.com/191309867598382/posts/761883837207646</a>	Whistleblower on Auckland's water quality comes forward. Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday. Watercare communications manager John Redwood said the public were not notified because "we were confident there was no risk of water from the lakes being drawn into the supply network at any time". <a href="http://www.nzherald.co.nz/nz/news/article.cfm">http://www.nzherald.co.nz/nz/news/article.cfm</a>		✓
Comments			Noel Kreegher	First its fluoride then its a toxic herbicide now its 1080 what next arsenic		✓
			Jon Burness	Well, a little extra 1080 wont matter then, will it.		✓
			Joe Joe	the governments always like 'nothing to see here, everythings fine', even when it's clearly not		✓
			Mark Petersen	Oh yeah.. "its for the greater good" that's what they will say.		✓
			Monica Trussel	Oh great! :(		✓
			Taimana Davis	what the fu*k!		✓
			Thomas Rammo Herzog	What's next?		✓
14/10/2014	Facebook	Mike Lee	<a href="https://www.facebook.com/1044101150/posts/10203649872421059">https://www.facebook.com/1044101150/posts/10203649872421059</a>	Is there something in the water causing the sick culture of managerial secrecy in the Auckland Council? Last week council management persuaded the Councillors (with the exception of Cr Casey and myself) to approve the aerial dumping of 1080 over the Hunua water catchment. While management were briefed by Watercare on 23 June they never disclosed this to the Councillors nor the public. Bloody outrageous! <b>Weed killer closes dams: Herbicide found in Auckland's water-supply lakes</b>		✓
Comments (selected)			Mark Harvey	I agree Mike!		✓
			Cathy Casey	An absolute shocker Mike!		✓
			John Gillon	It is a completely unacceptable situation where staff choose not to inform our elected representatives, but unfortunately not a surprise in a Council set-up and run like a corporation.		✓
			Michael Brennan	To both Mike Lee & Cathy Casey I would be more concerned with the possibility of Leptospirosis being present in the water supply if the 1080 drop did not go ahead. As members of the Environment, Climate Change & Natural Heritage committee it is best that you are informed. <a href="http://en.wikipedia.org/wiki/Leptospirosis">http://en.wikipedia.org/wiki/Leptospirosis</a>	✓	
			Mike Lee	Michael Brennan - I have refrained from commenting publicly on the 1080 drop as much as possible. I am happy to back up my position with research from Landcare Research about the unintended ecological impacts of 1080 and the differential recovery rates of rat and possum populations & the consequent impact on native birds. However this is NOT about 1080 but about secrecy and withholding vital information from Councillors and the public.	✓	
			Jacquelyne Taylor	Thanks for your votes against Mike Lee and Cathy Casey. There is something murky than dank water about the timing of many of the issues highlighted in the mainstream media so very conveniently post election. This is another one of them. Transparency and accountability in too many aspects of CCOs or PPPs and local and central government can be seen as increasingly opaque to any member of the public with a gram of nous. The Watercare board expect us to trust them after this. Seriously?		✓

			Christine Rose	...and how convenient this info came out AFTER the 1080 decision.			✓
			Mike Brunt	How dare these incompetent nincompoops pollute the pristine beauty that is New Zealand. Thank you Mike Lee for pointing this out.			✓
			Brendan Waters	Higher rates and no debates quote an Auckland City Councillor .Then he continued "get used to it" thats the culture it is so clearly so .			✓
			Joce Jesson	This shows no understanding of democracy: the elected people get to take responsibility and wear the public consequences. Not faceless officials who think they know. Best!			✓
			Rick Hillman	The elected need to put the Chief Executive's head on the line. "Sort this shit or you are gone..." Many of us would like a better bred dog but having the effing tail wagging it is beyond democracy.			✓
			Derek Battersby	Nothing much has changed over the years with run off into the Dams. this time slight increases in chemical intrusion in the upper dam once it finds its way into your tap with love and attention from Watercare will have it pristine. It all a media hype perpetrated by the dark side to scare our community around water to drink. Worry more about Ebola.	✓		
			Mark Harvey	Ok, but how do you know this Derek? I live near a dam in the Waitakere ranges and certainly they filter bacteria out, but their filtration processes are not fail-safe. This comes from an engineer I know well who used to work on the dams and water treatment services. Plus what they filter off they dump nearby as a black slag that nothing at all can grow on in terms of plant life etc...			✓
			Rick Hillman	You gotta love the spin don't ya. It's alright peeps, the shit that don't give a shit, will say they fixed their shit. And all will be well with the seat polishers. Of course, in reality, the shit will still be there.			✓
			Rick Hillman	Apologies -not, if I come across a tad agro but this shit really does have to be sorted. The seat polishers, AT, Watercare. Properties, Animal Control et al need hauling into line. This shower are just rate money down the dunny.			✓
			Michael Brennan	The level at which concern begins, for metsulfuron , is 0.2mg/litre/kilogram of body weight. As this level was not exceeded there was No need to report it. If as Mike Lee states there is a culture of not reporting this is not the issue that proves this is the case. At my appearance at the Environment, Climate Change & Natural Heritage Committee, December 2013, I gave the same presentation I gave that evening at the Whau Local Board Meeting. * You have had 3 years of rubber stamping Council Officers reports and recommendations. Please become proactive, show leadership & take control of the staff." I guess what Mike & Cathy Casey are saying is that I wasted my time as my request was not acted on	✓		
			Glenn White	Another reason not to drink Auckland tap water. The only thing that is transparent about Auckland council is the lack of transparency.			✓
			Lyndal Jefferies	Is our earth not poisoned enough already?			✓
14/10/2014	Facebook	Wake up NZ	<a href="https://www.facebook.com/280095728791880/posts/534905653310885">https://www.facebook.com/280095728791880/posts/534905653310885</a>	Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday.' Not only is the secrecy of concern, they also believe dropping 1080 in similar circumstances won't have the same effect! The muppets making these decisions are absolutely mad.			✓
Comments (selected)			Eddie Light	And add to that, the chlorine and the fluoride they put in our water.. Then there's the chemicals from the shit they use to clean the polluted water we drink from the Waikato river.. Auckland water.. Blerk... Im moving the hell out of Auckland and that's based purely on the water they supply us with . Got a cocktail of chemicals to look forward to before we even start on the weedkiller and insecticide in our veges and the harsh chemicals they use in processed meat... No wonder cancers are so rife these days.			✓
			Sharon McLean	Secret squirrel uncool!			✓
			Gemma Star	Fkn idiots!			✓
			Peter Sullivan	The country is controlled and run by dangerous dickheads!			✓
			MiGrinda Raven Hawk	and to dump the toxins in winter, wtf are they thinking...is this why contractors are hired more to pest control, and Doc culled back their staff a couple of years ago!!!...**facepalm**			✓
			John Gillon	It seems that Council staff chose not to inform Councillors...	✓		
			Maryvonne Pyne Nicholson	This also happened last summer in paeroas water supply, nothing was said to the public at all. Disgusting			✓
14/10/2014	Facebook	Friends of the Manukau Harbour	<a href="https://www.facebook.com/168588229971309/posts/364593197037477">https://www.facebook.com/168588229971309/posts/364593197037477</a>	The not so good news: Following legal advice, MHRS, the Mangere Bridge R&R and the Onehunga Enhancement Society, ended our legal challenge of the proposed Central Interceptor. While we are still opposed to the project, we did not have the financial resources that would have allowed us to continue the appeal to a hearing in the Environment Court. In ending the appeal we negotiated for tighter restrictions on the frequency of use, preventative back up systems and monitoring of any discharges from the Emergency Pressure Relief Valve. What we learned during the proceedings about the operations of the Mangere Wastewater Treatment Plant (MWTP) and discharges into the Manukau Harbour raised significant questions. For example we are particularly concerned about the frequency with which effluent bypasses secondary treatment at the treatment plant. In evidence given in the Central Interceptor hearings, Watercare stated: "The approved Mangere WWTP bypass activates during wet weather conditions approximately 6 to 8 times per year on average." Yet we found that in a 22 month period the bypass was activated 50 times. In the last four and a half years alone, Watercare-supplied figures show close to 7 million cubic meters of effluent has bypassed secondary treatment before discharge. We are concerned about the adverse environmental effects on the harbour of this effluent and the high levels of BOD it contains. As a result we have requested Auckland Council begin the five yearly review of the effect of the discharges from the MWTP on the water quality and biota of the harbour as provided in Watercare's discharge consent. We also requested the same of the Watercare Board of Directors but as yet have not received a response. We encourage you to contact your Councillors and impress upon them the importance of beginning this review of the state of our harbour. Our Councillors appear to care deeply for the Waitemata; we'd like them to demonstrate the same stewardship of the Manukau. You can read our analysis			✓

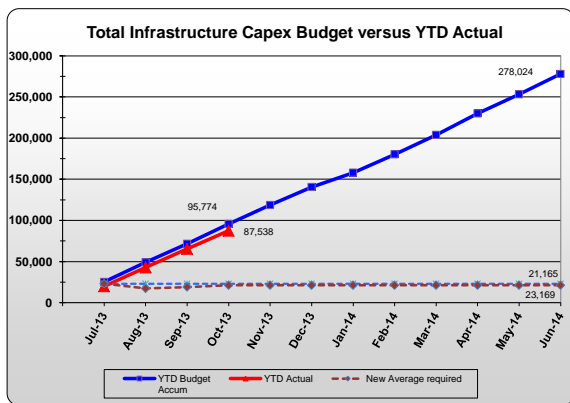
Comments (selected)		Friends of the Manukau Harbour	MHRS is still fighting - to donate go to the website, join to support MHRS, only \$10. It is still amazing how many people are horrified at the thought of Central Auckland's waste being pumped into the Manukau Harbour, and its impact on marine life and the community (not to mention house values!) but have not actively supported the only group that is working towards a clean, toxic free harbour for generations to come. Once it has reached its tipping point with the huge amounts of fresh treated water being pumped into a salt water harbour and the raw sewage overflows, there will be no going back.			✓	
		Jeff Smith	has the outfall next to the boat club been extended? if not, it looks as if it would dump straight onto one of their new beaches....			✓	
		Friends of the Manukau Harbour	Yes, quite right... so the Council have put down large gravel in that area to put people off sunbathing there!			✓	
		Jeff Smith	ughhhh!			✓	
		Jaqs Clarke	Thanks for all of the great work you guys do on behalf of everyone who loves the Manukau Harbour.!!!!!!			✓	
		Friends of the Manukau Harbour	ThankJaqs Clarke we are a very small group but will not give up finding out what is really underpinning the obfuscations being put in our way. Watercare say that all of the harbour is swimmable and that is blatantly not true - they bought in a scientist to verify it - I would like her to go swim around Puketutu Island where the DANGER no swimming sign is, or Weymouth Beach even! Watercare need to be held accountable to the community and working for and listening to the community, not covering up what is going on by spending our money buying scientists opinions over those that know & use the harbour!			✓	
		David Lawrie	Keep up the good work. Even the challenge has no doubt seen a change in outcomes			✓	
		Ellen Mackenzie	haha yes I would love to see her go for a swim! I definitely would not be keen myself despite it being "swimsafe".			✓	
		Mere Mary Clifford	Hi all auckland kite surfers will be using puketutu. Great wind and clean water...			✓	
		Mere Mary Clifford	would have to say that I absolutely despise Watercare. Arrogant bullies. Who is this John Redwood?			✓	
		Friends of the Manukau Harbour	Communications Manager... you know you will be on their watch list now you have mentioned their name Mere Mary Clifford! :-)			✓	
		Mere Mary Clifford	Not in the least worried. I love the Manukau but they are going to destroy what is left.			✓	
14/10/2014	Facebook	Robert McDowell via Stone Hobbit	<a href="https://www.facebook.com/100001022559460/posts/826651567378921">https://www.facebook.com/100001022559460/posts/826651567378921</a>	Here's what we didn't know about what's going on in our water catchment areas the past two months; but suddenly, just to ensure that this Mad Dog Govt has got our attention they suggesting 1080 drops up there. Yet another WTF moment supreme... "Two lakes supplying Auckland closed for four months after herbicide run-off found. Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Last night, Watercare Services said there was no risk to public health. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday."			
14/10/2014	Facebook	Cam Colyer to Acknowledging The Problem	<a href="https://www.facebook.com/525540430922843/posts/540182229458663">https://www.facebook.com/525540430922843/posts/540182229458663</a>	"Two dams in the Hunua Ranges which supply about 20 per cent of Auckland's water were closed for four months this year after traces of a toxic herbicide applied to nearby forestry blocks got into the dams' supply lakes. Auckland Council was told of the incident, but both the council and Watercare Services kept it quiet from the public until a whistleblower contacted the Herald yesterday." Not only is the secrecy of concern, they also believe dropping 1080 in similar circumstances won't have the same effect! The muppets making these decisions are absolutely mad."			✓
Comments (selected)		Ruben Anderson	fuck having lived in hunua for years and now to see this happening is really a shame :(			✓	
		Ruben Anderson	FML, why are people so greedy and keen to sell poison and lie to the public about it -- sigh			✓	
14/10/2014	Facebook	Fluoride Free NZ	<a href="https://www.facebook.com/128729960477380/posts/97071002946034">https://www.facebook.com/128729960477380/posts/97071002946034</a>	Just posted on FB by Auckland Councillor Mike Lee. Is there something in the water causing the sick culture of managerial secrecy in the Auckland Council? Last week council management persuaded the Councillors (with the exception of Cr Casey and myself) to approve the aerial dumping of 1080 over the Hunua water catchment. While management were briefed by Watercare on 23 June they never disclosed this to the Councillors nor the public. Bloody outrageous! Weed killer closes dams: Herbicide found in Auckland's water supply lakes Their all being given nice little hush money bonus's. Outrageous alright!			✓
Comments (selected)		All For Love Flowers and Gifts				✓	
14/10/2014	Twitter	Philippa Cunningham	<a href="https://twitter.com/Pjp_kc/status/521814561075126272">https://twitter.com/Pjp_kc/status/521814561075126272</a>	Watercare defends Akid dam closures <a href="http://a.msn.com/01/en-nz/BB9702b...">http://a.msn.com/01/en-nz/BB9702b...</a>			✓
14/10/2014	Twitter	Auckland News	<a href="https://twitter.com/AucklandNZ/status/521811426210365440">https://twitter.com/AucklandNZ/status/521811426210365440</a>	Water supply safe, reporting process under review - Council: Watercare's decision to close two water supply la... <a href="http://nzne.ws/1XCCsm">http://nzne.ws/1XCCsm</a>			✓
14/10/2014	Twitter	Ken Sparks	<a href="https://twitter.com/sparksedi/status/521804660022075392">https://twitter.com/sparksedi/status/521804660022075392</a>	Weed killer closes dams - This is not OK Watercare. It's our public water supply you must inform us. <a href="http://nzherald.com/11341878">http://nzherald.com/11341878</a> via @nzherald			✓
14/10/2014	Twitter	feedsynbot	<a href="https://twitter.com/feedsynbot/status/521784235057639424">https://twitter.com/feedsynbot/status/521784235057639424</a>	Herbicide traces in water supply lakes: Watercare is adamant it did the right thing by not reporting that two ... <a href="http://bit.ly/ZoMwRZ">http://bit.ly/ZoMwRZ</a>			✓
14/10/2014	Twitter	News 24h New Zealand	<a href="https://twitter.com/news24hnl/status/521784230422913024">https://twitter.com/news24hnl/status/521784230422913024</a>	Herbicide traces in water supply lakes: Watercare is adamant it did the right thing by not reporting that two ... <a href="http://news24h.allnews24h.com/K9S1">http://news24h.allnews24h.com/K9S1</a>			✓
14/10/2014	Twitter	Philili Heard	<a href="https://twitter.com/Olivefarmer/status/521782553741496320">https://twitter.com/Olivefarmer/status/521782553741496320</a>	Watercare defends decision to keep toxic dams secret   NZNews   3 News: <a href="http://www.3news.co.nz/nznews/watercare-defends-decision-to-keep-toxic-dams-secret-2014101408#.VDxLZlXK1cg.twitter">http://www.3news.co.nz/nznews/watercare-defends-decision-to-keep-toxic-dams-secret-2014101408#.VDxLZlXK1cg.twitter</a>			✓
14/10/2014	Twitter	SERPRO	<a href="https://twitter.com/serprold/status/521782321884975104">https://twitter.com/serprold/status/521782321884975104</a>	Watercare defends decision to keep toxic dams secret - <a href="http://www.oilspillsolutions.co.uk/watercare-defends-decision-to-keep-toxic-dams-secret/">http://www.oilspillsolutions.co.uk/watercare-defends-decision-to-keep-toxic-dams-secret/</a> ... - Watercare has defended a decision not to tell ...			✓
14/10/2014	Twitter	New Zealand News	<a href="https://twitter.com/KiwiLiveNews/status/521750804688941057">https://twitter.com/KiwiLiveNews/status/521750804688941057</a>	Watercare defends decision to keep toxic dams secret <a href="http://dvr.it/7BjzMx">http://dvr.it/7BjzMx</a> (News) <a href="https://twitter.com/newzealand">#newzealand</a> <a href="https://twitter.com/nznews">#nznews</a>			✓
14/10/2014	Twitter	Morning Report	<a href="https://twitter.com/NzMorningReport/status/521748017167089664">https://twitter.com/NzMorningReport/status/521748017167089664</a>	Why were two Auckland dams closed for five months? Listen to Watercare's John Redwood. <a href="http://nz.to/1svhZwO">#radionz</a>			✓
14/10/2014	Twitter	Michael Wood		Watercare secrecy over contamination scare shows problems of CCO model - mini fiefdoms w/ little respect 4 democracy: <a href="http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&amp;objectid=11341878...">http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&amp;objectid=11341878...</a>			✓
Comments (selected)		John Holley		@michaelwoodnz Aucklanders have no idea how little control the council & Mayor have over the CCOs - major issue given lack of transparency			✓
		Michael Wood		That's quite right - but there has also developed a culture of acquiescence. Proposals to reform Watercare have been rejected.			✓
		Ben Ross		@michaelwoodnz @john_holley We know AT needs a law change to bring it back in house. Didnt think Watercare did			✓
		John Holley		@BenRoss_AKL @michaelwoodnz Watercare fought (and won) to continue to be excused from LGOIMA with super city formation. go figure...			✓
		Ben Ross		@michaelwoodnz @john_holley well we might get some changes with Watercare now. Who is the new CEO?			✓

Management Report – Media Analysis				WATERCARE SERVICES LIMITED		Oct-14
Goal Seven: Public Perception						
			Michael Wood	@BenRoss_AKL @john_holley Not sure, but I don't think personnel likely to change what is a structural issue.		✓
14/10/2014	Twitter	Juha Saarinen	<a href="https://twitter.com/juhasaarinen/status/521271903673643008">https://twitter.com/juhasaarinen/status/521271903673643008</a>	Weed killer closes dams: Herbicide found in Auckland's water-supply lakes <a href="http://nzhtw/11341878">http://nzhtw/11341878</a> Traitorous whistleblower!	✓	
14/10/2014	Twitter	Julie Fairey	<a href="https://twitter.com/juliefairey/status/522259546517950464">https://twitter.com/juliefairey/status/522259546517950464</a>	Cr Ross Clow is addressing the Board now with his regular update. Annoyed w Herald's continual negative coverage of Akl Council.	✓	
Comments (selected)			Ben Ross	@juliefairey wait what negative Coverage? Bernard has been pretty good. Not his problem someone at Watercare ballsed up		✓
Comments (selected)			Nick Wise	@juhasaarinen trying to work out what the story is. They found it, closed supply correctly, fixed and put back in service.	✓	
			Nick Wise	@juhasaarinen didn't tell public, but that's it. Do they tell us about other operational stuff?	✓	
			Juha Saarinen	@fastchicken I just thought it was curious to have a whistleblower in that story.	✓	
			Nick Wise	@juhasaarinen yeah. "OMG they did the right thing! "whistle"	✓	
			ThreeMonkeys AndMe	@juhasaarinen Why wasn't this publicised w/ an explanation instead of having to be made known by a whistle blower What else has been hidden		✓
			Andrew Joll	@juhasaarinen So, reading that article, Watercare did everything right, there were good systems in place and never any risk.	✓	
15/10/2014	Twitter	Firstline	<a href="https://twitter.com/FirstlineNZ/status/522143449856761856">https://twitter.com/FirstlineNZ/status/522143449856761856</a>	Council chief exec: Watercare 'did everything right' in shutting down dams, not telling councillors <a href="http://www.3news.co.nz/nznews/town-water-did-everything-right-2014101510">http://www.3news.co.nz/nznews/town-water-did-everything-right-2014101510</a> ...	✓	
16/10/2014	Transportblog.co.nz		<a href="http://transportblog.co.nz/2014/10/16/franklin-rd-upgrade-options/">http://transportblog.co.nz/2014/10/16/franklin-rd-upgrade-options/</a>	Franklin Rd Upgrade options. One of Auckland Transport's current projects – as highlighted in the August board report – is a rehabilitation of the iconic Franklin Rd... As part of the improvements AT have come up with two options, both of which include. Sewer separation and water main replacement by Watercare Services Limited.	✓	
16/10/2014	Twitter	Ben Ross	<a href="https://twitter.com/BenRoss_AKL/status/522507950561054720">https://twitter.com/BenRoss_AKL/status/522507950561054720</a>	Okay so Council still working through with NZTA, AT and Watercare on staging infrastructure provisions that allow PSP to go through	✓	
17/10/2014	Twitter	Philip Duncan	<a href="https://twitter.com/PhilipDuncan/status/522937412431785985">https://twitter.com/PhilipDuncan/status/522937412431785985</a>	@belperi not silly at all - rain lasts more than 30mins and covers a large area - showers more individual and usually less than 30mins	✓	
Comments (selected)			Mark Reynolds	@PhilipDuncan @belperi I'm pretty sure Watercare recommends showers no more than 9 minutes.	✓	
18/10/2014	Transportblog.co.nz		<a href="http://transportblog.co.nz/2014/10/18/an-auckland-urban-redevelopment-agency/">http://transportblog.co.nz/2014/10/18/an-auckland-urban-redevelopment-agency/</a>	An Auckland Urban Redevelopment Agency? Details are starting to emerge from the Council's review of its Council Controlled Organisations (CCOs) to see if any changes need to be made to them. The CCOs were set up in 2010 by the government as part of the super city changes to manage many of the council's functions... We're not likely to see many changes to Auckland Transport or Watercare as their existence is enshrined in legislation however the other CCOs are not.	✓	
18/10/2014	Facebook	Bronwyn Llewellyn to Aotearoa News	<a href="https://www.facebook.com/335829459874971/posts/335889093202341">https://www.facebook.com/335829459874971/posts/335889093202341</a>	This information should have been available before the unwise 1080 drop decision. Can we trust the water we are drinking? "Two councillors, Mike Lee and Cathy Casey, have criticised the council for not informing them or the public about the issue. Mr Lee said: "Is there something in the water causing the sick culture of managerial secrecy in the Auckland Council? Last week council management persuaded the Councillors to approve the aerial dumping of 1080 over the Hunua water catchment. While management were briefed by Watercare on 23 June they never disclosed this to the Councillors nor the public." Ms Casey said it was unbelievable that Watercare's closure of two dams in the Hunua Ranges for four months due to a herbicide contamination was not disclosed to councillors ahead of - or during - the 1080 debate when questions were asked about the safety of Auckland's water supply." - from Lisa Er, West Aucks. Weed killer closes dams: Herbicide found in Auckland's water-supply lakes - National - NZ Herald		✓
20/10/2014	Twitter	Keith Coelho	<a href="https://twitter.com/keithcoelho14/status/523927707537911808">https://twitter.com/keithcoelho14/status/523927707537911808</a>	Yep and ensuring Auckland Council and Watercare do reduce their council contribution costs and adopt the UAGC for... <a href="http://fb.me/2xEbP1v1">http://fb.me/2xEbP1v1</a>	✓	
20/10/2014	Twitter	TVNZ	<a href="https://twitter.com/Nealedickson95/status/523896741066596352">https://twitter.com/Nealedickson95/status/523896741066596352</a>	Plus ... #rates woes. They look set to rise in Auckland after the latest property valuations ... we find out what you can expect.	✓	
			Neale Dickson	@BreakfastonOne tell Barnett water in and out not part of the rates bill. Watercare does that bit.	✓	
20/10/2014	Twitter	Hillary Trail	<a href="https://twitter.com/Hillary_Trail/status/523986371703476227">https://twitter.com/Hillary_Trail/status/523986371703476227</a>	Watercare have just informed us they have just closed the Lower Huia Dam Road as a result of a large slip further... <a href="http://fb.me/3Ggw3lrfK">http://fb.me/3Ggw3lrfK</a> .	✓	
20/10/2014	Facebook	The Hillary Trail (official)	<a href="https://www.facebook.com/HillaryTrail?fref=fn#/HillaryTrail/posts/10152788342482720">https://www.facebook.com/HillaryTrail?fref=fn#/HillaryTrail/posts/10152788342482720</a>	Watercare have just informed us they have just closed the Lower Huia Dam Road as a result of a large slip further up the road. This means that there is currently no access between Arataki and Huia on the Hillary Trail. We are working with them to understand the extent of the problem and options for ongoing access until the slip is fixed. Will keep you posted	✓	
Comments (selected)			The Hillary Trail (official)	Hi Shaun at the moment it would have to be Pipeline Rd out to Huia Rd. We will work with watercare around access through some of their restricted areas in the lower nihotupu but it is their decision around access. Will keep you all posted.	✓	
			Shane Absolum	O dear...what do we do ?	✓	
20/10/2014	Twitter	Ellen Mackenzie	<a href="https://twitter.com/EMackenzie961/status/524427785318592512">https://twitter.com/EMackenzie961/status/524427785318592512</a>	Apparently Watercare does extensive media watch for mentions of their name. Oh hai there guys, hope you enjoying my joumo story : #poj14	✓	
20/10/2014	Twitter	Ellen Mackenzie	<a href="https://twitter.com/EMackenzie961/status/524114823861125121">https://twitter.com/EMackenzie961/status/524114823861125121</a>	Photo of the amount of treated waste water discharged into the @ManukauHarbour daily, thoughts? #poj14 #nzpol #nz pic.twitter.com/6Tf64TNTJ	✓	
Comments (selected)			Lena	@EMackenzie961 It's quite a lot! I wonder what effect that has on the ecology of the area.	✓	
			Ellen Mackenzie	@superleeni Hard to believe that such a huge amount of waste water (even if its been treated) has no affect right?	✓	
			Lena	@EMackenzie961 yeah, i'm sure it must have an effect - having freshwater added to salt	✓	
21/10/2014	Facebook	Penny Bright	<a href="https://www.facebook.com/1710138755878380/posts/171336313555942">https://www.facebook.com/1710138755878380/posts/171336313555942</a>	A recent LGOIMA reply, originated by fellow anti-corruption 'whistle-blower' Grace Haden, has confirmed that CEO Stephen Town is a member of the unelected, extremely powerful private sector lobby group - the Committee for Auckland. <a href="http://www.committeeforauckland.co.nz/">http://www.committeeforauckland.co.nz/</a> .../member-organisations. In my considered opinion, this is a corrupt conflict of interest, because member companies of the Committee for Auckland contract to Auckland Council and Auckland Council CCOs. Another LGOIMA reply from Auckland Council to Grace Haden dated 30 November 2013, (attached) confirms that of a total of 72 member companies of the Committee for Auckland, 69 contract to Auckland Council and CCOs (excluding Watercare Services Ltd and Auckland Transport). Mott MacDonald Appointed for \$50 Million: Mott MacDonald wins \$50 Million Project on Rosedale Wastewater Treatment Plant Mott MacDonald has been appointed by Watercare Services to design the NZ\$63 million expansion of Rosedale wastewater treatment plant in Auckland, New Zealand. #wastewater #TreatmentPlant #WastewaterTreatmentPlant	✓	
22/10/2014	Facebook	Water - EnvironmentGuru.com	<a href="https://www.facebook.com/179774582079282/posts/794760537247347">https://www.facebook.com/179774582079282/posts/794760537247347</a>		✓	

Management Report – Media Analysis				WATERCARE SERVICES LIMITED		Oct-14		
Goal Seven: Public Perception								
22/10/2014	Facebook	All Green - EnvironmentGuru	<a href="https://www.facebook.com/146239145498579/posts/600066870115802">https://www.facebook.com/146239145498579/posts/600066870115802</a>	Mott MacDonald Appointed for \$50 Million: Mott MacDonald wins \$50 Million Project on Rosedale Wastewater Treatment Plant Mott MacDonald has been appointed by Watercare Services to design the NZ\$63 million expansion of Rosedale wastewater treatment plant in Auckland, New Zealand. T #wastewater #TreatmentPlant #WastewaterTreatmentPlant		✓		
22/10/2014	Facebook	The Hillary Trail (official)	<a href="https://www.facebook.com/story.php?story_fbid=10152793246372720&amp;id=268027857719#/HillaryTrail/posts/10152793246372720">https://www.facebook.com/story.php?story_fbid=10152793246372720&amp;id=268027857719#/HillaryTrail/posts/10152793246372720</a>	Watercare have just informed us that the slip site is still very unstable. Therefore they will keep the Huia Dam Rd closed meaning that the first section of the Hillary Trail from Arataki to Huia is also closed. We advise people to start from or finish at Karamatura Valley. Watercare have also advised us they are confident of having walking access open again from the end of next week. Will keep you posted.		✓		
22/10/2014	Twitter	Hillary Trail	<a href="https://twitter.com/Hillary_Trail/status/524747006393454592">https://twitter.com/Hillary_Trail/status/524747006393454592</a>	Watercare have just informed us that the slip site is still very unstable. Therefore they will keep the Huia Dam... <a href="http://fb.me/3d6LGqNbZ">http://fb.me/3d6LGqNbZ</a>		✓		
23/10/2014	Write with Ellen (blog)		<a href="http://writewithellen.wordpress.com/2014/10/23/the-home-stretch/">http://writewithellen.wordpress.com/2014/10/23/the-home-stretch/</a>	Home stretch. Three drafts later, I am putting the finishing touches on my news story. These past few days have been a bit of a challenge for me, but in saying that also very exciting. In this process I've definitely gained a new appreciation for journalists and the work they do. I mean it's taken me THIS long just write one story! To finish up I thought I would squeeze in one last blog post. Earlier this week before the emails with Watercare, I had planned to write a blog post about how I was structuring my story and talk about the Inverted Pyramid idea we learnt about this semester. Instead I got caught up with last minute interviews and spending a lot longer rewriting my story several times. Despite this, I think my story has turned out a lot stronger than I expected. It's not perfect, but I have definitely learned so much in this process.		✓		
23/10/2014	Write with Ellen (blog)		<a href="http://writewithellen.wordpress.com/2014/10/23/community-group-battles-watercare-over-pollution-of-the-manukau-harbor/">http://writewithellen.wordpress.com/2014/10/23/community-group-battles-watercare-over-pollution-of-the-manukau-harbor/</a>	Community Group Battles Watercare over Pollution of the Manukau Harbour. The Onehunga beachfront battle has shifted into deeper waters. The community is fighting Watercare for increased awareness on the pollution of the Manukau Harbour and the impact of the Mangere Wastewater Treatment Plant. The Manukau Harbour is currently New Zealand's largest environmental restoration programme. Jim Jackson is the chairman of two community groups known as The Manukau Restoration Society (MHRS) and The Onehunga Enhancement Society. He believes the pollution of the Manukau harbor is a direct result of "cheap shortcuts" being taken by the people who process our sewage. "We as a community have been rogered for years", says Mr Jackson. Watercare representative John Redwood states the MHRS are a group of activists with "a track record of making misleading claims about Watercare's activities". The MHRS recently took Watercare to court over the issue. The MHRS called for an annual five-year consent review of the effects of the treatment plant on the Manukau Harbour, but this idea has recently been rejected. Watercare wastewater operations manager Mark Bourne says ample information on the effects of Watercare's operations is already available. Watercare say a review to this extent will leave ratepayers with a large bill and use up the slip.		✓		
23/10/2014	Twitter	Sea Fury Charters	<a href="https://twitter.com/seafurycharters/status/525145976198004736">https://twitter.com/seafurycharters/status/525145976198004736</a>	Hurry up with the #Panmure Wastewater Upgrades already. This traffic is atrocious! @AkiCouncil		✓		
Comments (selected)			Auckland Council	@seafurycharters this is a watercare project - for more information & updates please visit: <a href="http://www.watercare.co.nz/about-watercare/projects/panmure-wastewater-main-replacement/Pages/Panmure_Wastewater_Main_Replacement.aspx">http://www.watercare.co.nz/about-watercare/projects/panmure-wastewater-main-replacement/Pages/Panmure_Wastewater_Main_Replacement.aspx</a> ... or call 09 442 2222 ^JF		✓		
24/10/2014	Twitter	Leigh Richmond	<a href="https://twitter.com/LeighBaddeley/status/525441323042865152">https://twitter.com/LeighBaddeley/status/525441323042865152</a>	An unexpected visit from WaterCare, about an unknown leak. Then he tried to make me pay cash to fix it before putting my water on. #dodgy		✓		
28/10/2014	Twitter	REAA	<a href="https://twitter.com/search?f=realtime&amp;q=watercare&amp;src=savs">https://twitter.com/search?f=realtime&amp;q=watercare&amp;src=savs</a>	Auckland agents - beware of unauthorised connections to Watercare's networks <a href="http://bit.ly/1sBB0yz">http://bit.ly/1sBB0yz</a>		✓		
29/10/2014	Twitter	Bryce Pearce	<a href="https://twitter.com/Brycepearce/status/527250813198950400">https://twitter.com/Brycepearce/status/527250813198950400</a>	Hey Auckland. The government has vetoed any obvious ways of funding PT in Auckland. That leaves rates. You get what you voted for!		✓		
Comments (selected)			Shacklemina Hivemore	No, silly. It means selling off WaterCare.		✓		
31/10/2014	Twitter	Lena	<a href="https://twitter.com/superleeni/status/528004878975504384">https://twitter.com/superleeni/status/528004878975504384</a>	It would be very convenient for me if Watercare and Auckland Transport were not CCOs.		✓		
31/10/2014	Twitter	Leigh Richmond	<a href="https://twitter.com/LeighBaddeley/status/528032952811134976">https://twitter.com/LeighBaddeley/status/528032952811134976</a>	Most impressed with Watercare. Fixed the water issue as well as sincerely apologising for dodgy contractor. Excellent customer service!!		✓		
<b>Totals (including comments):</b>						<b>9</b>	<b>83</b>	<b>67</b>
<b>B13</b>								

### INFRASTRUCTURE GROUP DASHBOARD CAPITAL EXPENDITURE (\$'000)

SAP Code	Project / Programme Name	Stage 1 Capex Out Turn Cost	Total Project Performance		Annual Project Performance			Scope/ Quality	Time / milestones	Costs - Capex
			Current Forecast	Forecast	Budget	Budget Variance				
<b>Water Projects (&gt;\$2m)</b>										
C-10049P	Hunua No 4 Programme	-	375,516	50,576	49,780	(796)				
C-11619	North Harbour Watermain Duplication	-	240,427	9,534	9,100	(434)				
C-12205	Huia WTP Upgrade	-	232,317	237	700	463				
C-12066	Huia No 1 Watermain Replacement	42,103	42,080	511	450	(61)				
C-11998	Runciman Rd Reservoir	40,007	40,009	177	175	(2)				
C-11232P	North Franklin Programme	-	24,919	2,101	787	(1,314)				
C-10183	Ardmore rapid restart & sludge handling	-	18,700	3,134	3,005	(129)				
C-12278	W300.36 Albany Pinehill WM & PS	14,850	14,847	736	983	247				
C-11980	Waikato Expansion to 150MLD	-	12,032	3,580	2,000	(1,580)				
C-10369	Domain No. 2 Watermain	-	8,888	304	300	(4)				
C-10370	Mt Hobson Upgrade	-	6,232	249	185	(64)				
C-11681	Albany Second Reservoir	-	5,634	3,014	3,230	216				
C-11981	Riverhead Reservoir	-	5,801	2,446	3,442	996				
C-11781	Sanderson Rd Water Treatment Plant	-	4,450	797	2,345	1,548				
C-11792	St Heliers No.1 Watermain Duplication	-	2,850	1,517	2,658	1,141				
C-12220	Mt Albert Level of Service Upgrade	2,900	1,918	1,876	2,830	954				
C-11995	Waikato VSD Replacements	-	2,106	1,621	600	(1,021)				
Water Projects >\$2m			1,038,726	82,409	82,570	161				
Other Water Projects			407,392	9,681	15,647	5,966				
C-12112	I000 Water Capitalised Interest			8,591	8,967	376				
<b>Total Water Projects</b>			<b>1,446,118</b>	<b>100,682</b>	<b>107,185</b>	<b>6,503</b>				
<b>Wastewater Projects (&gt;\$2m)</b>										
C-10006	Central Interceptor Feasibility Design	-	958,709	7,066	7,178	112				
C-10017	Biosolids Puketutu Rehabilitatn	-	172,629	3,497	3,500	3				
C-11436	Northern Interceptor - Stage 1	-	147,446	2,872	3,020	148				
C-11077	Mangere WWTP BNR Capacity	-	122,000	14,928	14,925	(3)				
c-12212	Mangere WWTP Solids Stream Upgrade	-	74,800	1,430	1,430	0				
C-11983	Rosedale WWTP Expansion Project	-	63,730	2,658	2,658	(0)				
C-11923	T200.FDC1 Upgrade Pukekohe WWTP	59,000	58,960	2,123	2,070	(53)				
C-11827	Pukekohe Trunk Sewer Upgrade	-	32,951	1,306	2,070	764				
C-11207	Howick Diversion	-	30,929	4,909	5,465	556				
C-12001	Snells Algies WWTP Ocean Outfall	-	19,520	1,001	1,000	(1)				
C-11421	Fred Thomas Drive WW PS & Storage Tank	-	18,525	3,578	4,349	771				
C-10976	Pt England Storage Tank & Br Sewer	-	17,835	722	514	(208)				
C-11769	Orewa West Wastewater Network	-	14,874	8,368	3,312	(5,056)				
C-10147	Mangere WWTP Digester 8	-	14,116	820	950	130				
C-12192	Wynyard Quarter Wastewater Pump Station	14,036	12,894	780	300	(480)				
C-10925	Kohimarama Storage Tank & Branch Sewer	-	13,495	5,623	8,196	2,573				
C-11470	Glen Eden Storage & Pipe Upgrade	-	13,488	2,139	2,763	624				
C-11281	Army Bay WWTP Outfall Upgrade	-	12,327	207	90	(117)				
C-10098	Pakuranga Rising Main DPS028	-	12,195	3,860	3,630	(230)				
C-11067	North Shore PS09 rising main	-	11,323	3,145	2,754	(391)				
C-10922	Wairau (HSPS05) Rising Main Replacement	-	10,791	5,350	3,085	(2,264)				
C-11472	Sidmouth WW PS Mairangi Bay Upgrade	-	8,225	74	1,474	1,400				
C-10952	Helensville WWTP Upgrade	-	8,386	2,758	3,626	867				
C-11468	Manukau North Future Upgrades	-	6,456	3,022	3,622	600				
C-11539	Eastern Interceptor Rehab Prgrm - Stg 1	-	6,366	1,122	858	(264)				
C-10923	Upgrade of North Shore TS8	-	5,974	646	817	171				
C-11423	Rosedale WWTP Cogeneration Upgrade	-	5,432	3,382	4,121	738				
C-11467	Tamaki South East Extension	-	3,573	2,609	2,781	172				
C-11290	Orakei Main Sewer Rehabilitation MH21-19	-	4,293	741	0	(741)				
C-11216	Eastern Interceptor Pipe Bridge #1 Repl	-	4,291	2,581	1,542	(1,039)				
C-11474	Sunnynook Road Sewer Upgrade	-	3,308	2,657	2,293	(364)				
C-11338	New Gravity Sewer Miranda Reserve	-	3,456	1,209	170	(1,039)				
C-11711	Mangere WWTP Cogeneration Replacement	-	2,773	-389	0	389				
C-10277	Reconstruction of Eastern Interceptor	-	2,457	238	239	2				
C-11569	Branch 1 Rehabilitation B01023 to B01025	-	2,296	1,391	300	(1,091)				
C-12338	N100.101 Local Sewer Planned Replacement	3,000	2,490	2,490	2,502	12				
C-11813	Mangere WWTP Rehab.Prim.Sed Tks 11 & 12	-	2,844	2,479	1,321	(1,158)				
C-11234	Blackbridge Pump Station 37 Upgrade	-	1,942	319	0	(319)				
C-11991	Add'l Local Wastewater Network Renewals	-	1,738	217	50	(167)				
C-12199	Northern Networks Generator Connections	-	2,143	1,077	430	(647)				
C-11455	Pump Station CI Pipework Replacement	-	1,706	1,480	1,046	(434)				
Wastewater Projects >\$2m			1,913,683	106,485	100,451	(6,033)				
Other Wastewater Projects				34,494	34,838	344				
C-12113	J000 Wastewater Capitalised Interest			5,993	6,044	51				
<b>Total Wastewater Projects</b>			<b>2,440,080</b>	<b>140,979</b>	<b>135,289</b>	<b>(5,690)</b>				
<b>Other Infrastructure Projects</b>										
C-10126	Networks Controls Upgrade		19,684	2,651	3,000	349				
Other Infrastructure Projects			114,904	34,813	32,550	(2,262)				
<b>TOTAL INFRASTRUCTURE</b>			<b>4,020,786</b>	<b>279,124</b>	<b>278,024</b>	<b>(1,100)</b>				
Non Infrastructure, including Capital Interest			220,038	38,227	51,287	13,060				
<b>TOTAL ALL</b>			<b>4,240,824</b>	<b>317,351</b>	<b>329,311</b>	<b>11,960</b>				



WSL Capex Summary	Month		Year to Date	
	Actual	Budget	Actual	Variance
Total Water projects	9,624	37,530	39,848	2,318
Total Wastewater projects	9,915	39,035	43,191	4,156
Demolition	1	9	40	31
Total ECS Projects	793	3,886	4,567	681
Total New Developments	579	2,259	2,938	679
Other Infrastructure	14	56	0	(56)
Capitalised Interest	1,162	4,763	5,190	427
<b>TOTAL INFRASTRUCTURE</b>	<b>22,088</b>	<b>87,538</b>	<b>95,774</b>	<b>8,236</b>
Total Operations	656	3,818	9,610	5,793
Total Facilities Management	24	167	0	(167)
Shared Services	464	1,712	5,794	4,083
Laboratory + Trade Waste	132	140	460	320
<b>TOTAL NON INFRASTRUCTURE</b>	<b>1,276</b>	<b>5,836</b>	<b>15,864</b>	<b>10,029</b>
<b>TOTAL ALL</b>	<b>23,364</b>	<b>93,374</b>	<b>111,638</b>	<b>18,264</b>

